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Seniors Advisory Council For Alberta

PROGRAMS · FOR · SENIORS

THIS BOOK MAY BE ORDERED FREE OF CHARGE FROM:

Seniors Advisory Council for Alberta
2nd Floor, 10109 - 106 Street
Energy Square Building
Edmonton, Alberta
T5J 3L7
Phone: 422-2321
Fax: 422-6051
Outside of the Edmonton calling area,
you can telephone this office free of charge by contacting

Alberta Seniors' Information Line

1-800-642-3853

This book contains a short summary of benefits
available to Seniors in Alberta.

If you require more information an address and phone number are
listed at the end of each program explanation.

CANADIANA

JUN - 7 1990

Alberta

OFFICE OF THE PREMIER

Legislature Building, Edmonton, Alberta, Canada T5K 2B6/403/427-2251

MESSAGE FROM PREMIER GETTY

I am pleased to bring you the most recent edition of Programs for Seniors. This booklet contains information about resources and services available to seniors from all levels of government and private agencies.

The Government of Alberta recognizes the invaluable contribution our seniors have made in building a society we can all be proud of. Programs for Seniors is part of your government's commitment to provide Alberta's senior citizens with the information they need to make their lives easier in our ever-changing society. A good example is the Extended Health Benefits Program which helps pay for eyeglasses, dental care and dentures, hearing aids, certain medical and surgical supplies and rehabilitation equipment.

I would like to take this opportunity to encourage you to use the services and programs listed in this booklet. They have been developed for your benefit.

Don R. Getty

Don R. Getty

February, 1990

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LEGISLATIVE ASSEMBLY
ALBERTA

March 1990

We, the Associate Minister for the Department of Family and Social Services and Chairman of the Seniors Advisory Council for Alberta, are pleased to bring you the updated version of Programs for Seniors.

This reference guide was produced by the Alberta Senior Citizens Secretariat for the Seniors Advisory Council for Alberta, with cooperation from various government departments. Each plays a significant role in providing essential services for the health and well being of our seniors. The information in this booklet is up to date as of late 1989; however, programs may change without notice. We welcome any thoughts or input you may have in assisting us to make this unique guide an even more effective resource.

Programs for Seniors emphasizes the government's commitment to meet the crucial needs of our elderly citizens and to acknowledge their contributions. We would like to recognize Alberta's older generation for what they have given so generously over the past years.

We hope you will find this booklet helpful.

Yours very sincerely,

The Honourable Roy Brassard
Associate Minister of
Family and Social Services
M.L.A. for Olds-Didsbury

Thos. N. Musgrove, M.L.A.
Bow Valley Constituency
Chairman
Seniors Advisory Council for Alberta

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Seniors Advisory Council for Alberta

The Seniors Advisory Council for Alberta is a government-appointed council whose chairman, appointed by the Premier, is an elected member of the legislative assembly. The 14 members are appointed by the Associate Minister of Family and Social Services and represent various regions of the province with one representative each from the Alberta Medical Association, The Alberta Hospital Association and the Universities.

The Council advises the government on specific programs and policies for senior citizens with regard to priorities and the coordination of programs. It submits an annual report to the government, holds several meetings a year as a whole and has several working subcommittees. Members are making an effort to visit seniors' groups and service agencies in their areas and have coordinated several community workshops throughout the province which focus on general issues of concern to senior citizens.

The Council spearheads Alberta's annual Senior Citizens Week celebrated the first full week in June. The week emphasizes the contribution older people are making to Alberta families and communities.

The council provides a province-wide information service on benefits and programs for older people and supplies demographic and service utilization information relating to persons age 65 and over. The Alberta Seniors Information Line was established to ensure accessibility of information to people throughout the province.

The Council issues a number of publications including the "On Aging" series. A complete list of Council publications is available from the office.

Council members are very interested in the concerns of seniors. To share your comments, phone or write to:

SENIORS ADVISORY COUNCIL
FOR ALBERTA
#405, 10109 - 106 Street
Energy Square Building
Edmonton, Alberta
T5J 3L7
Phone: 422-2321
Fax: 422-6051

For information on government programs, phone:

In Edmonton, 427-7876

or **toll free** through the Alberta Seniors Information Line:

1-800-642-3853

Government of Alberta Information (R.I.T.E.) System

You can obtain information on any provincial government program by calling that department through the Government of Alberta Information System or the "R.I.T.E." line. To use this toll free service, simply locate the R.I.T.E. operator closest to you.

Give the R.I.T.E. operator the phone number or the name of the department you would like to contact and they will connect you. If you are unsure of which department you need to contact, ask the R.I.T.E. operator.

R.I.T.E. operators are located in:

Barrhead	674-8251
Blairmore	562-7331
Brooks	362-1211
Calgary	297-6161
Camrose	679-1211
Cardston	653-4461
Claresholm	625-3301
Drumheller	823-1611
Edson	723-8341
Fort Macleod	553-3346
Fort McMurray	743-7171
Grande Prairie	538-5121
Hanna	854-5511
High Prairie	523-6561
High River	652-8311
Hinton	865-8211
Lac La Biche	623-5211
Lethbridge	381-5151
Lloydminster	871-6411
Medicine Hat	529-3511
Olds	556-4221
Peace River	624-6181
Pincher Creek	627-3366
Red Deer	340-5111
Rocky Mountain House	845-8211
Slave Lake	849-7111
Stettler	742-7511
St. Paul	645-6212
Taber	223-7911
Three Hills	443-8511
Vegreville	632-5461
Vermilion	853-8111
Wainwright	842-7511
Wetaskiwin	352-1211
Whitecourt	778-7111

FREQUENTLY CALLED NUMBERS

Using the Regional Information Telephone System (R.I.T.E.) will allow you to contact any Provincial Government department on a toll free basis. For the R.I.T.E. location nearest you see page 2.

Alberta Assured Income Plan	Edmonton	422-4080
Alberta Blue Cross	Calgary	234-9666
	Edmonton	428-1110
	Grande Prairie	532-3505
	Lethbridge	328-6081
	Medicine Hat	529-5550
	Red Deer	343-7008
Alberta Health Care Insurance Plan	Calgary	297-6411
	Edmonton	427-1432
Alberta Widows' Pension Program	Edmonton	422-4080
Dental claims	Edmonton	427-1471
Eyeglasses claims	Edmonton	427-1470
Hearing Aid claims (Aids to Daily Living)	Edmonton	427-0731
Home Adaptation Program	Edmonton	427-8161
Home Heating Protection Program	Edmonton	422-4098
Medical Supplies claims (Aids to Daily Living)	Edmonton	427-0731
Parks - Provincial	Edmonton	427-7338
Property Tax Reduction	Edmonton	422-2118
Renters Grant	Edmonton	422-5974
Seniors' Independent Living Program	Edmonton	427-5760
All other areas: call long distance		ZENITH 22093
Seniors' Medical Emergency Alert Program	Edmonton	422-1809

OTHER FREQUENTLY CALLED NUMBERS

Bus Passes	Calgary		268-5111
	Edmonton		428-8868
	Lethbridge		320-2222
	Red Deer		342-8111
Federal Income Security Programs	Calgary	(English)	292-5599
		(French)	292-5877
	Edmonton	(English)	420-2630
		(French)	420-2735
	Lethbridge		382-3125
	Red Deer		340-4222
	All other areas:	(English)	1-800-661-3921
		(French)	1-800-661-8828
Parks - National	Calgary		292-4517

RETIREMENT INCOME

This section deals with those federal and provincial programs which provide income to eligible persons age 65 and over, and to spouses and some low-income widowed persons. The first part explains federal programs; the second part explains provincial programs.

FEDERAL GOVERNMENT PROGRAMS

The federal government has centralized service offices for Old Age Security, Guaranteed Income Supplement, Spouse's Allowance and the Canada Pension Plan. All enquiries about these programs or appointment bookings may be made through the offices listed below.

Income Security Programs district offices open on a full-time basis are at the following locations:

EDMONTON
M01 Canada Place
9700 Jasper Avenue
T5J 4C2
(420-2630 English; 420-2735 French)

CALGARY
2nd Floor
Government of Canada Building
220 Fourth Avenue S.E.
T2G 4X3
(292-5559 English; 292-5877 French)

LETHBRIDGE
Room 100
410 Stafford Drive South
T1J 2L2
(382-3125)

RED DEER
5233 - 49 AVENUE
T4N 6G5
(340-4222)

Toll-free Services: French 1-800-661-8828
English 1-800-661-3921

The following offices are open on a part-time basis Tuesday, Wednesday, Thursday, 10 A.M. to 4 P.M.:

MEDICINE HAT
Unit 7A, 444 - 2 Street S.E.
T1A 0C3
(526-7302)

GRANDE PRAIRIE
1409, 10320 - 99 Street
T8V 2H4
(532-5771)

Enquiries may be made and appointments booked by calling the Toll-free Services line to determine when representatives may be available in other centres.

Old Age Security Pension

The Old Age Security Pension (OAS) is a federal benefit available to persons regardless of income or assets who are:

1. at least age 65 (you do not have to be retired);
2. legal residents of Canada;
3. have the required number of years in residence in Canada.

The monthly payment as of January 1990 is $340.07. Payments increase in January, April, July and October of each year if there is an increase in the cost-of-living index.

You must apply for this pension. If possible, send in your application six months before your 65th birthday. Application forms for Old Age Security are available at all **POST OFFICES** or at any **INCOME SECURITY PROGRAMS OFFICE.** You must include

your birth or baptismal certificate. If you do not have proof of age, the Old Age Security office will help you with this. If you were born outside of Canada, you must also provide proof of legal status as a resident of Canada. The minimum residence requirement is ten years.

Your first cheque will come in the month following your 65th birthday.

If you entered Canada for the first time on July 1, 1977 or later, your Old Age Security is earned at the rate of 1/40th of the regular pension for each complete year of residence in Canada to a maximum of 40 years. Proof of entry is required.

If you have 20 years residence in Canada since your 18th birthday, you can receive Old Age Security payments outside the country; there is no time limitation. If you have not lived in Canada for 20 years since your 18th birthday, you may only receive payments outside of Canada for six months; payments can be applied for again when you return to live in Canada.

A person could qualify under the Reciprocal Agreement. A Reciprocal Agreement on Social Security is an arrangement whereby two countries agree to provide equal treatment to the residents of both countries under each country's laws on social security. This enables the two countries to protect the social security credits earned by an individual in both countries. Age, residence and legal status are still qualifying factors. Minimum residence requirement is still 10 years.

Canada has agreements with the following countries: Australia, Austria, Barbados, Belguim, Denmark, Dominica, Finland, France, the Federal Republic of Germany, Greece, Iceland, Italy, Jamaica, Luxembourg, the Netherlands, Norway, Portugal, Saint Lucia, Spain, Sweden and the United States. For further information contact your nearest Income Security Programs office.

Your T4 slip for Old Age Security payments is in the form of a stub which is attached to the January cheque.

It is possible to have your cheques sent directly to your bank account each month; let the Income Security Office know the name and address of your bank and include your Social Insurance Number in the letter.

The federal government will send you a **Senior Citizens (Blue) Card** approximately six to eight weeks after you receive your first Old Age Security cheque.

Guaranteed Income Supplement

The Guaranteed Income Supplement (GIS) is a federal government benefit available to persons who receive the Old Age Security pension and have little or no other income.

This additional benefit must be applied for every year. Eligibility and the amount of the supplement depend on your total family income in the previous calendar year (from January to December) and your marital status.

Income includes earnings, rents, interest, dividends, and amounts received under retirement plans (including Canada Pension Plan). It does **not** include Old Age Security, Family Allowance or War Veterans Allowance.

The maximum amount of the supplement as of January 1990 is: single, $404.13; married couple, $263.23 for each person. This supplement is added to the federal Old Age Security cheque each month.

NOTE: *Spouses living apart or separated because of reasons beyond their control (such as if one is in a nursing home or chronic care hospital) can apply to be considered as single for the purpose of GIS. This also applies to those who have voluntarily decided to separate and who have been living apart for at least six months after the month of separation.*

If the cost of living goes up, the supplement goes up in January, April, July and October.

If you leave Canada, the supplement is payable for the month of departure and six additional months. It will be reinstated when residency is resumed in Canada.

Applications for the GIS are sent out in January to those who have been receiving the supplement. It is expected that the application forms will be sent out on or about January 10 to those receiving the maximum supplement and by January 23 for those receiving a partial supplement. The completed forms should be returned before March 31 in order to receive the supplement again in April.

Spouse's Allowance

The Spouse's Allowance is a federal benefit paid to spouses of pensioners receiving the Guaranteed Income Supplement.

To be eligible:

1. You must be the husband or wife of a person receiving the Old Age Security Pension (a common-law relationship may be recognized).
2. You must be age 60 through 64, and you must have lived in Canada at least 10 years before you apply. If born outside of Canada, you must have proof of legal status.

The amount of allowance depends on your combined income in the previous calendar year. Effective January 1990, the maximum payment is $603.30 a month. Payments are increased in January, April, July and October each year if there is an increase in the cost-of-living index.

Your spouse should apply for this federal government allowance six months before his or her 60th birthday, and reapply each year until he or she becomes eligible for the Old Age Security pension at age 65. This allowance continues until age 65 even if the spouse who received Old Age Security dies.

Widowed Spouse's Allowance

This is a federal benefit available to widows/widowers who have little or no other income. It is payable to the widowed spouse of either a legal or common-law marriage. This is not payable if the widow/widower becomes the spouse of another person. Persons who were divorced from a spouse now deceased cannot qualify for this benefit.

To be eligible:

1. You must be age 60 through 64; proof of age is required.
2. You must be a Canadian citizen or legal resident in Canada.
3. You must have resided in Canada after age 18 for a minimum of 10 years.
4. Proof of marriage is required.
5. Death certificate of spouse is required.

If you leave Canada, the allowance is payable for the month of departure and six additional months. It will be reinstated when residence is resumed in Canada.

The amount of allowance depends on your income in the previous calendar year. Effective January 1990, the maximum Widowed Spouse's Allowance is $666.05 a month.

An application must be completed each year. Additional information is available through the Income Security Program offices.

Canada Pension Plan

The Canada Pension Plan (CPP) is a contributory pension plan of the federal government. You may be eligible for benefits if you have paid into the plan for at least one year. You

can apply for this pension at age 60 or over. Applications should be made six months prior to the date you wish the pension to begin.

Basic Pension

The basic pension is payable one month **after** your 65th birthday. It is equal to 25% of your average adjusted monthly pensionable earnings.

You do **not** have to cease employment to receive the pension. The basic pension amount will be adjusted annually to reflect changes in the cost of living.

Applications made between ages 60 and 64

You must have wholly or substantially have ceased working (ie. annual earnings must be less than the current maximum annual CPP retirement pension payable at age 65; in 1990, approximately $6,924).

The basic pension will be decreased by .5% for each month between the date the pension begins and the month after your 65th birthday.

The pension payment will not be re-adjusted at age 65. It will, however, be adjusted to reflect changes in the cost of living.

Applications made at 65 years of age and over

If you continue working past age 65, you will no longer continue making contributions to the pension plan. However, you can delay making an application for the pension and continue to receive .5% increases for each month after your 65th birthday until your pension begins, **or** until you reach the age of 70.

Spouses in an ongoing relationship can apply to share their CPP retirement pension payments. Both must be at least age 60 and each must have applied for any CPP retirement pension to which he and she may be entitled.

The amount of the pension depends on your wages when employed and the age at which you begin to take the pension payments. Benefits to contributors include:

	1990 Maximum Benefit Rates (CPP) at age 65
1. A monthly retirement pension	$577.08
2. A monthly disability pension to persons under 65	709.52
3. A monthly benefit for children dependent on a disabled person under 65	107.96
4. A monthly spouse's pension for widows/widowers whose spouse had contributed to the plan	
– survivor under 65	324.37
– survivor over 65	346.25
5. A monthly pension for orphans	107.96
6. A death benefit	2,890.00

NOTE: *T4 slips for Canada Pension Plan payments are mailed separately before the end of February.*

If you are eligible for both the Old Age Security Pension and Canada Pension Plan, you may apply for both at the same time at any INCOME SECURITY PROGRAMS OFFICE. Forms are available at any post office.

Unemployment Insurance Benefits

The Unemployment Insurance Benefit (UIC) is a federal program which provides for payment of a special benefit to workers when they become 65 years of age. You may be eligible for this benefit, whether or not you continue working, if you are 65 years of age and have not already received an Unemployment Insurance retirement benefit.

To be eligible you must have worked in insurable employment for at least 20 weeks during the year prior to your 65th birthday, or since the start of your last Unemployment Insurance initial claim, whichever period is shorter. Past the age of 65, a person's earnings are no

longer insured. One should apply as soon as one turns 65, whether continuing to work or not.

The amount you can receive is 60 percent of the average weekly insurable earnings, to a maximum of $363 per week for a total of three weeks. For information specific to individual qualifications and entitlement, contact your local Canada Employment Centre which is listed under Government of Canada Employment and Immigration in your telephone directory.

Veterans Affairs Canada

Benefits are available from the federal government to Canadian and allied war veterans or their dependants. These benefits may also be available to other groups that were in a theatre of action.

Benefits include: War Veterans Allowance, War Disability Pensions, coverage of certain hospital and medical expenses, assistance with the cost of eyeglasses and dental care, prosthetic and surgical or medical supplies, counselling services, and assistance with helping qualified veterans remain in their homes and communities for as long as possible (see Veterans Independence Program, page 22). Funeral and burial grants are also available.

For information, call or visit the office of VETERANS AFFAIRS CANADA at:

EDMONTON
940 Canada Place
9700 Jasper Avenue
T5J 4C3
(495-3762)

CALGARY
Main Floor, Sam Livingston Building
510 - 12 Avenue S.W.
T2R 0X5
(292-4048)

Sales Tax Credit

A federal sales tax credit of $70 is available to low income individuals and their spouses, and a $35 credit for each "qualified relation". Your net family income must not exceed $16,000 for the year. Families with a greater net income may receive a lesser credit.

You must file a tax return even if you have no taxes to pay.

For more information call or visit your local District Taxation Office.

CALGARY
220 - 4 Avenue
T2G 0L1
(292-4101; Toll-free 1-800-332-1410)

EDMONTON
9700 Jasper Avenue
T5J 4C8
(420-3510; Toll-free 1-800-232-1966)

PROVINCIAL PROGRAMS

Alberta Assured Income Plan

The Alberta Assured Income Plan (AAIP) is a provincial allowance that is automatically paid to all Alberta pensioners who receive the federal Guaranteed Income Supplement, in order to guarantee an annual minimum monthly income.

The monthly amount depends on the amount of Guaranteed Income Supplement you receive. The present maximum payment is $95 a month for each pensioner. The present minimum monthly payment is $10.

You do not apply for this allowance. If you receive the federal Guaranteed Income Supplement you will automatically receive the Alberta allowance. Persons receiving Spouse's Allowance or Widowed Spouse's Allowance are not eligible for this supplement.

For further information contact:

ALBERTA ASSURED INCOME PLAN
Alberta Family & Social Services
10035 - 108 Street, 8th Floor
Edmonton, Alberta
T5J 3E1
(422-4080)

Social Allowance

Social allowance is a provincial financial assistance program which provides help to those who do not have enough income to meet their basic needs.

Eligibility is determined by:

1. Your needs;
2. Total income from all sources, including pensions;
3. Assets. If you have assets of more than $1,500 (if single) or $2,500 (for a family) you will **not** be eligible. If you are single and employable, only $50 of this may be in cash; for a family, if the head of the household is employable, only $250 of this may be in cash. Assets include such things as cash, money in bank accounts, stocks, bonds, the cash surrender value of life insurance policies and real estate other than your own home.

For more information contact the nearest district office of Alberta Family & Social Services (listed in local telephone directories under Government of Alberta).

Alberta Widows' Pension Program

The Alberta Widows' Pension Program is a provincial financial assistance program available to widows or widowers aged 55 to 65 who have a limited income.

An eligible person must be:

1. A widowed person from a legal marriage;
2. Have an income within the limits allowed by the program;
3. Be an Alberta resident;
4. Be a Canadian citizen or non-sponsored landed immigrant. Sponsored immigrants without Canadian citizenship are not eligible until the term of sponsorship expires.

Financial Benefits

The program will subsidize your income up to the maximum pension amount provided under the program's regulations.

Health Care Benefits

These benefits are available to recipients and their dependants and are similar to those extended to senior citizens in Alberta. They include premium-free coverage under the Alberta Health Care Insurance Plan, the Extended Health Benefits Program and the Alberta Blue Cross Plan.

This health care coverage is effective on the date eligibility for the pension is established, **providing you are registered with the Alberta Health Care Insurance Plan.** You will automatically receive a Blue Cross card which will entitle you to receive Blue Cross benefits. These benefits will cease at the end of the second month following the date that you are no longer eligible for the Widows' Pension.

Hospital Benefits

All Albertans registered with the Alberta Health Care Insurance Plan are entitled to insured hospital services provided under the Alberta Hospitalization Benefits Plan. Senior

citizens are exempt from hospital admission and user charges.

Housing Benefits

Housing benefits which may be available to recipients of the Widows' Pension are the Property Tax Reduction Benefit or Renters Assistance Grant.

Recipients may also be eligible for the Seniors' Independent Living Program or the Senior Citizens' Home Heating Protection Program as well as any of the other housing programs outlined in this booklet.

Application forms for the Widows' Pension Program are available at most major financial institutions, provincial buildings, local information centres, Family & Community Support Services offices, or by contacting:

ALBERTA WIDOWS'
PENSION PROGRAM
Alberta Family & Social Services
10035 - 108 Street
Edmonton, Alberta
T5J 3E1
(422-4080; outside Edmonton, call your RITE operator, see page 2, and ask for 422-4080).

HEALTH BENEFITS

Alberta Health Care Insurance Plan

The Alberta Health Care Insurance Plan provides coverage for basic medical and other health care services (as outlined below). Albertans registered with the Alberta Health Care Insurance Plan also receive provincial insured hospital services (as outlined near the end of this HEALTH BENEFITS section).

Persons age 65 and older, their spouses and dependants are not required to pay premiums for health insurance. If you have been registered with the Alberta Health Care Insurance Plan, you will be sent a Proof of Age questionnaire before your 65th birthday. Please complete the form and return it with a copy of your birth certificate or other proof of age. Do not send an original document, since its safe return cannot be guaranteed. Rather, submit a clear photocopy. A signed statement before a commissioner for oaths is acceptable as proof of age.

If you do not receive this form, write to the Alberta Health Care Insurance Plan and include a clear photocopy of your birth certificate or other proof of age. This will ensure that you will not have to pay the premiums for your coverage, beginning the first of the month after your 65th birthday. For information, contact the plan offices, your local information centre (Appendix III) or the Family & Community Support Services office closest to you (Appendix II).

Alberta Health Care Insurance Plan Offices:

CALGARY
2nd Floor
407 - 8 Avenue S.W.
T2P 1E5
(297-6411)

EDMONTON
10025 Jasper Avenue
Box 1360
T5J 2N3
(427-1432)

Senior citizens requiring general information regarding registration and cancellation of their Alberta Health Care coverage or Alberta Blue Cross coverage should call 427-1432 (Edmonton) or 297-6411 (Calgary).

Basic Health Benefits

The following is a list of basic health services provided under the Alberta Health Care Insurance Plan.

1. **Medically-required Services** that are provided by a physician or osteopath and listed under an approved schedule of fees.
2. Certain **Specified Oral Surgery** procedures that are provided by a dental surgeon and listed in an approved schedule.
3. **Chiropractic Services** to a maximum of $12.40 for each visit. The maximum is $300 per person in a benefit year. This includes up to $20.50 for X rays.
4. **Foot Care and Podiatric Appliances** paid according to an approved schedule of fees. Maximum is $300 per person in a benefit year.
5. Medical examinations required for **Drivers' Licences** as required by law for Albertans just prior to age 75, and as needed thereafter.
6. **Eye Examinations.** Optometric services consisting of three benefits:
   1) a full eye examination (including writing of a prescription and the fittings for glasses);

2) a partial examination (including two or more single diagnostic procedures); and

3) a single diagnostic procedure.

Each of these three benefits is limited to once in each benefit year.

7. **Physical Therapy Services** to a maximum of $20.20 per day. No maximum is placed upon the amount paid in a benefit year for senior citizens and their dependants.

NOTES:

1. *A benefit year runs from July 1 - June 30 of the following year.*
2. *Please see the following section on PATIENT CHARGES for the extra charges you may be asked to pay.*

Patient Charges – Extra Billing

Extra-billing is not permitted for any **required medical service, oral surgery or optometric service THAT IS COVERED under the Health Care Insurance Plan.**

Medical service here refers to services provided by any physician, whether a general practitioner (family doctor) or specialist, and includes laboratory tests as well as X rays and other radiology tests.

Oral surgery refers to those surgical procedures which a dental surgeon can claim from Alberta Health Care.

Optometric service refers to insured eye examinations and diagnostic procedures provided by an ophthalmologist or optometrist.

Not all services provided by physicians, dental surgeons or optometrists are insured through the Alberta Health Care Insurance Plan. The patient is expected to pay the full fee for uninsured services, and should be informed in advance of this fact.

Physicians, dental surgeons and optometrists who extra-bill patients for basic health services must opt out of the Alberta Health Care Insurance Plan. This means that Alberta Health Care will not pay any claims submitted by these health care practitioners, **OR** by their patients. The patient must pay the full amount of the charges, and can **not** be reimbursed by Alberta Health Care for any part of those charges. Patients must be informed that a practitioner has opted-out when an appointment is made.

A practitioner who is opted-in, and who is submitting claims to Alberta Health Care, may still charge the patient for certain uninsured supplies, procedures and services. In addition, there are some medical services that are not insured under the Alberta Health Care Insurance Plan, such as medical/legal advice, medical advice provided by phone, or third-party medical examinations required for insurance or employment. The charges for any of these must be paid by the patient and cannot in turn be claimed from Alberta Health Care. Discuss with your practitioner any such charges for uninsured supplies, procedures or services.

Patient Charges – Non-Medical Services

The extra-billing ban does **not** refer to the additional amounts you, the patient, may be charged by the **health-related practitioners** who submit claims to Alberta Health Care for the **non-medical services** they provide. These practitioners include chiropractors, podiatrists and physical therapists. Non-medical services also refers to any care and treatment included under Alberta Health Care's special programs (Extended Health Benefits and Alberta Blue Cross Non-Group Membership).

In each of these instances, some limits are applied to the amount of insured coverage, and accordingly, in each case, **the patient may be billed directly for the balance of the fees charged beyond the maximum amount that can be claimed in any benefit period.**

To Report Extra-Billing

If, after any additional charges have been fully explained to you, you still have reason to believe that you have been extra-billed by an opted-in medical doctor, dental surgeon or optometrist, you should send a written complaint to Alberta Health Care. Please report all details, and include your receipt for any extra charges you have paid.

Questions regarding the additional amounts charged by a chiropractor, podiatrist or physical therapist should be addressed to the appropriate Alberta professional group to which the practitioner belongs.

Temporary Travel or Visits

1. NOTIFY ALBERTA HEALTH CARE WHEN LEAVING THE PROVINCE FOR THREE MONTHS OR LONGER.

   Please let Alberta Health Care know if you expect to be out of the province for three months or longer. Give them your expected dates of departure and return along with the reason for your absence.

   Advise Alberta Health Care again if the expected time of your return is delayed; also if a shorter absence is extended to last three months or more. Finally, contact Alberta Health Care upon your return. These steps will help to ensure you have continuous coverage.

2. CARRY YOUR CARD TO SHOW YOUR ALBERTA COVERAGE.

   When you leave Alberta temporarily, you take your Alberta hospital and health coverage along with you.

   Your up-to-date ALBERTA HEALTH CARE card is needed to show valid Alberta coverage, so it is important to carry it along when you travel.

   The costs of health services across Canada are fairly similar, and generally you are well covered anywhere in Canada - either under provincial reciprocal agreements or by submitting claims to Alberta Health Care for reimbursement.

3. SERIOUSLY CONSIDER GETTING EXTRA HEALTH INSURANCE FOR TRIPS OUTSIDE OF CANADA.

   Medical and hospital costs in some countries run much higher than in Canada. The amount paid by Alberta Health Care for any medical or hospital care you may require is based on the Alberta rates for the same or similar services.

   You are responsible for paying the difference which may run into hundreds or thousands of dollars, particularly if hospitalization is required.

   Extra health coverage for travel outside of Canada is available to assist you in paying the additional amounts for any such higher medical and hospital charges. You can purchase this extra health protection from any of a number of private insurance companies.

   You are strongly urged to consider purchasing extra health coverage when you travel or visit outside of Canada. Do be sure to carefully check what is covered by any extra health insurance you are considering, also the extent of coverage and the conditions, so that you are fully aware of exactly what protection you will have.

Alberta Blue Cross Plan

This insurance plan covers additional health care benefits. Senior citizens, their spouses and dependants do not pay premiums for Blue Cross coverage. When the Alberta Health Care Insurance Plan receives proof that you are or your spouse is 65, you will automati-

cally be covered by Alberta Blue Cross. This coverage begins the first of the month following your birthday. You will receive a Blue Cross card for Group "66." You must present this card to obtain Blue Cross benefits.

A Blue Cross benefit year is from July 1 to June 30 of the following year. Blue Cross pays the following for seniors and their dependants.

1. HOSPITAL COSTS: An allowance of up to $100 per day to apply against hospital charges remaining after government credit has been applied, when a participant is admitted to a general hospital **outside of Canada.**
2. DRUGS: 80% of the cost of prescription drugs, medications and insulin, if supplied by a licenced pharmacist on a doctor's prescription. You pay 20% of the cost. The pharmacist bills Blue Cross directly for the remaining 80% if you present your plastic "direct bill" identification card.
3. PROFESSIONAL AMBULANCE SERVICES: Alberta Blue Cross accepts liability for usual and reasonable charges for professional ambulance services to transport a patient to or from active treatment hospitals. Most ambulance operators will bill Blue Cross directly; your local ambulance service can verify exact charges and billing arrangements. For further information, please contact your nearest Alberta Blue Cross office.

For the services listed below, you pay the bill, then submit the receipt to the Blue Cross office for reimbursement.

1. REGISTERED CLINICAL PSYCHOLOGICAL SERVICES: For the treatment of mental or emotional illness, coverage is $20 a visit to a maximum of $100 in a benefit year.
2. HOME NURSING CARE: Covered up to a maximum of $200 for a family unit per benefit year for service provided by a practical or registered nurse (not related to you) on the recommendation of your doctor.
3. APPLIANCES: On written order of a physician:
   a) artificial eyes.
   b) artificial limbs (excepting myoelectric-controlled prosthesis).
   c) braces which have a rigid support of metal or plastic, manufactured according to specifications, on the written order of a physician.
   d) repairs or replacement of such appliances may also be covered.
   e) mastectomy prosthesis: 50% of the usual charge on the written order of a physician. (The supporting brassiere is not covered by Blue Cross.)
4. DENTAL CARE: Repair or extraction of natural teeth damaged by a direct accidental external blow, if repair or extraction is done within 12 months of injury. The total cost is covered.

The Alberta Blue Cross Plan Offices are:

CALGARY
Suite 640
Rocky Mountain Plaza
615 Macleod Trail S.E.
T2G 4T8
(234-9666)

EDMONTON
10009 - 108 Street
T5J 3O5
(428-1110)

MEDICINE HAT
21, 419 - 3rd Street S.E.
T1A 0G9
(529-5550)

GRANDE PRAIRIE
8th Floor, 214 Place
9909 - 102 Street
T8V 2V4
(532-3505)

LETHBRIDGE
Suite 470
220 - 4 Street S.
T1J 4J7
(328-6081)

RED DEER
Suite 125
4919 - 59 Street
T4N 6C9
(343-7008)

The Extended Health Benefits Program

This Alberta program for senior citizens helps pay for eyeglasses, dental care and dentures, hearing aids, certain medical and surgical supplies and rehabilitation equipment.

Coverage begins on your 65th birthday and includes your spouse and dependants. If you are not registered as a senior citizen with the Alberta Health Care Insurance Plan, see the beginning of this Health Benefits section for details on registration. REGISTRATION WITH THE ALBERTA HEALTH CARE INSURANCE PLAN MAKES YOU ELIGIBLE FOR THIS PROGRAM.

Present your Alberta Health Care card to obtain your benefits under the Extended Health Benefits Program.

NOTE: *If the spouse aged 65 dies, coverage for the surviving spouse under 65 and dependants is discontinued at the end of the second month following the month in which the death occurred.*

There are financial and time limits that Alberta Health Care must follow, and payments cannot be made for services that exceed these limits. At the very start, ask the practitioner exactly how much of the overall costs will be covered by the Extended Health Benefits Program and what you should expect to pay.

For further information about the following benefits, contact your local information centre (Appendix III) or the nearest Family & Community Support Services office (Appendix II).

Eyeglasses

Before you make an appointment, you are advised to make sure that you are eligible for benefits. To obtain an eligibility letter, write the Extended Health Benefits program or call 427-1470.

The total cost of glasses is not covered. Before ordering glasses, ask the dispenser how much you must pay, how much Extended Health Benefits will pay and ask about the method of payment. There are two ways your bill can be paid:

a) Extended Health Benefits can be billed directly for the allowed amount, and you will be asked to pay the difference between this and the total cost of the glasses.

b) You may be asked to pay the total cost of your glasses; if so, ask for a completed claim form at the dispenser's office, sign it and send it to EXTENDED HEALTH BENEFITS, Box 1376, Edmonton, T5J 2Y6. Allow at least six weeks for the refund.

When you are choosing your glasses, be sure they fit well and that you can see clearly. Once the claim has been paid on your behalf, **you may not be eligible to submit another such claim over the next 36 months (three years) from the date the goods are received.**

NOTE: *If you are not satisfied with your eyeglasses, ask your optometrist or ophthalmic dispenser to make adjustments. Remember, when the eyeglasses you have ordered are made, even if you refuse them or return them as unsatisfactory, payment still has to be made. Once claimed from Alberta Health Care, this is the one set you are allowed over a period of 36 months (three years).*

When your eyeglasses have been adjusted to the extent that the optometrist or ophthalmic dispenser states nothing more can be done, and if your eyeglasses are still unsatisfactory, you can report your problem to the appropriate organization as follows:

ALBERTA GUILD OF
OPHTHALMIC DISPENSERS
Room 1140, 10830 Jasper Avenue
Edmonton, Alberta
T5J 2B3

ALBERTA ASSOCIATION OF
OPTOMETRISTS
#1, 9333 - 50 Street
Edmonton, Alberta
T6B 2L5

Although you are allowed only one pair of eyeglasses every 36 months (three years), the Extended Health Benefits Program will provide payment for one pair of distance glasses and one pair of reading glasses if you wish these in place of bifocals or trifocals. Also, a change of lenses will be paid for by the program if you have eye surgery which affects your vision, and requires a change of prescription. If your glasses are accidentally damaged, the cost of repairs can be covered, or the glasses can be replaced if they are damaged beyond repair. However, it should be pointed out, that there are limits on the coverage for lenses, frames and eyeglasses.

Only the wholesale cost of the lenses is covered by the program. Therefore, you could be required to pay more than this amount. Tinted lenses are not covered, but the program will pay what it would cost for untinted lenses with the same corrections. Contact lenses are not covered by the program.

There is a limit to the amount allowed for frames. A maximum of $38.90 will be paid toward the cost of frames and $17.10 for dispensing. You will have to pay the difference between this and the combined cost of the frames and dispensing. Check with dispensers, as some have "discontinued" frames available at reduced prices.

To obtain reimbursement for eyeglasses, write to:

EXTENDED HEALTH BENEFITS
Alberta Health Care Insurance Plan
10025 Jasper Avenue
Box 1376
Edmonton, Alberta
T5J 2Y6
(427-1470)

Dental Care and Dentures

Before you make an appointment, you are advised to make sure that you are eligible for benefits. To obtain an eligibility letter, write the Extended Health Benefits program or call 427-1470. Ask about the method of payment and the cost before making an appointment with a dentist or denturist.

Most dentists and denturists will bill the program directly, but there may be an additional charge not covered by the program.

In some cases, a dentist or denturist may ask you to pay the total cost, and then will provide you with a completed claim form to sign and send to EXTENDED HEALTH BENEFITS, Box 1376, Edmonton, T5J 2Y6 for a refund. There may be a difference between the amount you pay the dentist or denturist and the amount the program will reimburse you.

There is a maximum benefit of $1,200 per person for dental care and dentures over any two consecutive calendar years (January 1st through December 31st).

The $1,200 limit includes benefits for fillings, extraction and the repair of natural teeth as well as orthodontic work, partial dentures, full dentures, denture repairs and denture relines.

Additional limits apply to the following services:

NOTE: ***The time period stated for each service is measured from the date the service was provided.***

a) one complete denture or reset including rebase for each arch **once every 60 months** (five years);

b) one complete denture reset for each arch **once every 60 months** (five years);

c) one partial denture for each arch **once every 60 months** (five years);

d) **within a five-year period** (60 months) it is possible to obtain a partial denture for one

arch and have it replaced by a complete denture;

e) one denture reline or rebase **every 24 months** (two years);

f) payment for major orthodontics (straightening of teeth) with prior approval by the Alberta Dental Association and then approval by Alberta Health Care;

g) gold inlays on dentures are not covered;

h) there are restrictions for occlusive adjustments. Consult your dentist.

Except for the $1,200 maximum benefit for two consecutive calendar years, all time periods are measured from the dates the services were provided.

For further information call:

Extended Health Benefits
Alberta Health Care Insurance Plan
10025 Jasper Avenue
Box 1376
Edmonton, Alberta
T5J 2Y6
(424-1470)

Note concerning dentures:

It could take as long as three months for you to get adjusted to new dentures, so do not give up and begin using old dentures. If your new dentures do not seem to fit, ask your dentist or denturist to make adjustments.

Remember, when the dentures you have ordered are made, even if you refuse them or return them as unsatisfactory, they still have to be paid for.

Once claimed from Alberta Health Care, this is the ONE set allowed over the period of 60 months (five years) from the date the goods are received.

If your dentures have been adjusted to the extent that the dentist or denturist states there is nothing more to be done and your dentures are still unsatisfactory, you should write to:

(If services were provided by a dentist)
ALBERTA DENTAL ASSOCIATION
101, 8230 - 105 Street
Edmonton, Alberta
T6E 5H9

(If services were provided by a denturist)
DENTURIST SOCIETY OF ALBERTA
201, 2 Athabascan Avenue
Sherwood Park, Alberta
T8A 4E3

Hearing Aids

If your hearing problems cannot be corrected by medical or surgical treatment, you may want to consider a hearing aid. The basic tests for the selection and fitting of hearing aids can be done by either a clinical audiologist or a hearing aid practitioner.

The majority of hearing aid practitioners have an agreement with the government and will bill the program directly for the total cost of the testing, the fitting and the hearing aid.

WARNING: *Some hearing aid dealers have not signed an agreement with the government, and you will not receive funding for services provided by them; ask about this before making an appointment.*

Before hearing aid services are provided, the hearing aid supplier will require you to obtain a written statement from your physician indicating there is no medical reason why an aid should not be fitted. This is most important, so be sure to see your doctor. You will also be required to show your Blue Cross card with Group 6631 or 6632 classification. Be sure you have your Blue Cross card with you.

After a minimum 28-day trial period following the fitting of the aid, you will be asked to sign a certificate stating satisfaction. Payment to the supplier will not be made by the program until you have signed.

In some cases, it takes more than the 28-day trial period to judge whether a hearing aid is going to give the best results possible. It may take some time to adjust to a hearing aid. Do not hesitate to see your supplier in regard to your aid performance and an extension of the trial period.

DO NOT SIGN THE ACCEPTANCE FORM UNTIL YOU ARE COMPLETELY SATISFIED.

The supplier is paid by Extended Health Benefits to service and adjust the hearing aid and earmold, if applicable, for 12 months after the trial period. She or he will be attempting to contact you at least twice during the year in order to assess your satisfaction with the hearing aid. If you have any concerns, you should contact your supplier immediately for the necessary follow-up service.

Limitations of the program are:

a) Your hearing aid supplier will provide 12 months servicing, including repairs and parts.

b) Replacement of batteries is always at your own cost.

c) After the 12-month service period, minor repairs twice every 12 months are provided. The program will pay for factory repairs once in any six-month period following the expiry of the 12-month warranty period.

d) A hearing aid will be provided for one ear only.

e) Loss of a hearing aid before the end of a four-year period is not covered by Extended Health Benefits. You are advised to arrange for insurance to cover loss of hearing aids.

After a four-year period, if your hearing aid is no longer serviceable or the hearing impairment has changed, the program may approve another aid. Your supplier can explain the hearing aid replacement procedure.

Direct inquiries to:

EXTENDED HEALTH BENEFITS
(Aids to Daily Living)
Alberta Health
10030 - 107 Street
Edmonton, T5J 3E4
(427-0731)

Medical/Surgical Supplies and Rehabilitation Equipment

These items are supplied to eligible persons who are disabled for a long term and to individuals who are chronically or terminally ill.

Seniors requiring a benefit must see a program "authorizer" registered with the Extended Health Benefits Program. Authorizers are health professionals located at your local health unit and in many hospitals. They will assess the need for benefits and complete an authorization form to order the benefits. Most items also require a medical doctor's prescription which verifies medical need for the equipment.

Benefits include: medical/surgical supplies such as ostomy products; incontinence and catheter supplies; injection supplies; urine-testing agents and dressings for certain conditions; respiratory equipment; mobility aids such as canes, walkers, and wheelchairs; environmental aids such as bath seats, patient lifters, and commodes; support items such as soft support garments and pressure gradient stockings; and custom-made orthopedic pressure-gradient footwear for persons with bony foot deformities. **Off-the-shelf orthopedic shoes are not provided.**

Many supplies are obtained through retail pharmacies and other suppliers. Larger equipment is purchased through the program unit and is provided on loan through a number of supply companies which will deliver the equipment and will maintain it in good operating condition.

Program authorizers and suppliers have complete lists of all items provided and how often you can receive them. The pharmacist or supplier will bill the program directly for authorized benefits. The total cost is covered by the program. Clients will be asked by the supplier to show the Blue Cross card.

Only certain medical and surgical supplies and equipment are provided. To ensure coverage you must obtain an authorization form before you contact a supplier. The program does not reimburse people for items purchased prior to assessment by registered program authorizers.

EXCEPTION: *To obtain custom-made orthopedic footwear benefits, a specific prescription from a medical doctor may be taken directly to a specialty shoemaker or orthotist supplier registered with the program.*

SPECIAL DIETS AND DIET SUPPLEMENTS ARE NOT A BENEFIT.

ARTIFICIAL EYES AND LIMBS AND RIGID METAL OR PLASTIC BRACES ARE NOT COVERED BY THE PROGRAM (See section on Alberta Blue Cross).

For further information:

EXTENDED HEALTH BENEFITS PROGRAM
(AIDS TO DAILY LIVING)
Alberta Health
Seventh Street Plaza
10030 - 107 Street
Edmonton, Alberta
T5J 3E4
(427-0731)

General Hospitals

General hospitals provide a range of acute care services on an in-patient and out-patient basis. Hospital benefits cover in-patient care and services at the standard ward level. You are eligible for provincial insured hospital services if you are covered under the Alberta Health Care Insurance Plan. Admission to a general hospital is arranged by your physician.

HELPING SERVICES

Community Health Nursing

Community health nurses assist seniors and their families to improve and maintain their health and independence. The community health nurse may provide health education and counselling to individuals and groups on a variety of health related concerns including: health practices, family relationships, life changes and chronic disease management.

In many areas, a seniors wellness clinic is available. In this setting, the community health nurse may provide health assessments, blood pressure, vision and hearing screening, counselling, referral, and health education sessions. Immunization against some diseases, such as influenza (flu) may be offered.

As well, community health nurses may make home visits to seniors who are bereaved, recently discharged from the hospital, isolated or at risk of developing health problems.

Community health nursing services are offered throughout the province by local health units. The service is free of charge. Contact your nearest health unit office (see listing in Appendix I) for details on programs in your area.

If You Need Help:

Most older people would like to continue living in their own homes or apartments. Sometimes when help is needed or illness strikes, older people or their families and friends may feel that they (the seniors) have to move from their homes to a lodge, nursing home or auxiliary hospital. This may not be necessary.

Often, health care and other services can be provided in the home.

It is sometimes difficult to know where to go for help in obtaining the services you need or to know what services are available.

In many Alberta communities, efforts are now being made to make this easier. Call the nearest health unit office (see listing in Appendix I). A staff member from the Home Care Program will talk with you to determine your needs and explain what services are available in your community. **Together** you will decide what you need, and the home care staff member will assist you in obtaining the necessary help.

The following are agencies and services available to help you in your community.

Home Care/Community Long Term Care

Home Care is available through your local health unit. It provides a range of home health and support services to people who require these services as a result of a medical condition which affects their ability to function independently. Health services include nursing, physiotherapy, occupational therapy, respiratory therapy, speech therapy and nutrition services.

Support services, which include personal care assistance, homemaking and other home management services and respite care, may also be supplied by the Home Care Program and are free for the first two week period. Recipients not receiving the Guaranteed Income Supplement are assessed a fee based on a fixed hourly rate for the services with the exception of personal care assistance.

Recipients of the Guaranteed Income Supplement, Widows' Pension and Social Allowance

benefits receive services from the Home Care Program free of charge.

Persons age 65 or over may be admitted to the program if they require only a support service.

Each person must be registered through the Alberta Health Care Insurance Plan to receive health services without charge. A medical authorization from the person's physician is required in order to receive any service from Home Care.

Referrals are accepted from family, friends, doctors or individuals themselves.

For information about the Home Care Program in your area, contact your local Health Unit (see Appendix I). Seniors Emergency Medical Alert Program (see Housing Section).

Home Help

In some communities Family and Community Support Service offices offer home chore services, transportation, visiting services and various outreach programs to seniors in the community. For information about the services in your area, call your nearest Family and Community Support Service office listed in Appendix II.

Transportation Assistance (see Transportation Section)

Assistance is also available through the following agencies:

Victorian Order of Nurses

The Victorian Order of Nurses (VON) is a nursing service administered by voluntary boards. Funding is provided through fees for service as well as through funds received from the United Way, government grants and private donations. Offices are located in Calgary, Edmonton, Medicine Hat and Lethbridge.

The VON provides a number of different programs. All are committed to providing high quality care which will, whenever possible, allow people to remain in their own homes as long as possible. Helping people to maintain and improve their health is the focus of all VON programs. The VON provides footcare services in many community-based footcare clinics; adult day care services for frail, elderly persons in the community and nursing care for people in their homes.

A fee for service is charged and may be covered by government programs, or to a limit of $200 per year by Alberta Blue Cross, or by third party insurance plans. A fee based on ability to pay will be charged if you don't qualify for any of these funding programs.

For more information call your local VON office:

EDMONTON	7211 - 96A Avenue Edmonton, AB T6B 1B5 (466-0293)
CALGARY	417 - 14 Street Calgary, AB T2N 2A1 (283-2819)
LETHBRIDGE	419, 909 - 3 Avenue N. Lethbridge, AB T1H 0H5 (328-0033)
MEDICINE HAT (and district)	666 - 5 Street, SW Medicine Hat, AB T1A 4H6 (529-8025)

Veterans Independence Program

The Department of Veterans Affairs provides home help such as housekeeping or groundskeeping to certain veterans who qualify due to

health, age, war service disability, who are in receipt of War Veterans Allowance or who receive a combination of these. For further information, contact the district office closest to you.

EDMONTON
Senior District Medical Officer
Veterans Affairs Canada
940 Canada Place
9700 Jasper Avenue
T5J 4C3
(495-3762)

CALGARY
Senior District Medical Officer
Veterans Affairs Canada
Sam Livingston Building, Main Floor
510 - 12 Avenue S.W.
T2R 0X5
(292-4048)

Meals-On-Wheels

This service provides one hot meal a day to senior citizens in their homes. There is usually a charge for the meals.

Meals-on-Wheels services are located in many Alberta cities and towns.

For further information, contact your local health unit (see Appendix I), your local Family and Community Support Services office (see Appendix II), or your local information centre (see Appendix III).

The Canadian National Institute for the Blind (CNIB)

The Canadian National Institute for the Blind (CNIB) is a non-profit, voluntary and professional rehabilitation agency serving blind and visually impaired individuals across Canada. Services are provided to anyone developing problems as a result of diminishing vision or vision loss. Services include counselling, daily living skills, independent travel and the use of low vision and technical aids.

Offices are located in the following areas, and collect calls are welcome:

CALGARY
CNIB Calgary Service Centre
15 Colonel Baker Place NE
T2E 4Z3
Phone: 266-8831
T.D.D: 264-0105

EDMONTON
CNIB Edmonton Service Centre
12010 Jasper Avenue
T5K 0P3
Phone: 488-4871
T.D.D: 482-2791

LETHBRIDGE
CNIB Lethbridge Service Centre
206, 542 - 7 Street South
T1J 2H1
Phone: 327-1044

Mental Health Services

A province-wide mental health service is available to all age groups. Services offered include mental health information and education, counselling and psychiatric services.

A day hospital for older people with psychiatric problems is operated by Rosehaven Care Centre. The address is 4612 - 53 Street, Camrose, T4V 1Y6 (679-1411).

For further information, contact your nearest regional Mental Health Offices:

CENTRAL REGION
2nd Floor, 4920 - 51 Street
Red Deer, Alberta
T4N 6K8
(340-5047)

CALGARY REGION
206 Hillhurst Professional Building
301 - 14 Street, N.W.
Calgary, Alberta
T2N 2A4

EDMONTON REGION
5th Floor, 108 Street Building
9942 - 108 Street
Edmonton, Alberta
T5K 2J5
(427-4444)

NORTHWEST REGION
6th Floor, Nordic Court
10014 - 99 Street
Grande Prairie, Alberta
T8V 3N4
(538-5160)

NORTHEAST REGION
9th Floor, Provincial Building
9915 Franklin Avenue
Fort McMurray, Alberta
T9H 2K4
(743-7450)

SOUTH REGION
2105 - 20 Avenue
P.O. Box 60
Coaldale, Alberta
T0K 0L0
(381-5329)

Alcoholism and Other Drug Services

The Alberta Alcohol and Drug Abuse Commission (AADAC) provides alcohol and other drug treatment, education and preventive services for Albertans. Information regarding AADAC services can be obtained by contacting:

CALGARY
Prevention:
3rd Floor, Stevenson Building
1177 - 11 Avenue S.W.
T2R 0G5
(297-3028)

Treatment:
2nd Floor, Stevenson Building
1177 - 11 Avenue, S.W.
T2R 0G5
(297-3071)

EDMONTON
Prevention:
803, 10109 - 106 Street
T5J 3L7
(427-4267)

Treatment:
10010 - 102A Avenue
T5J 3G2
(427-2736)

OR

8944 - 182 Street
T5J 2E3
(481-3493)

GRANDE PRAIRIE
#101 Nordic Court
10014 - 99 Street
T8V 6J4
(538-5210)

LAC LA BICHE
2nd Floor, M&M Building
10107 - 102 Avenue
P.O. Box 1058
T0A 2C0
(623-5227)

LETHBRIDGE
Room 135, Provincial Building
200 - 5 Avenue South
T1J 4C7
(381-5183)

RED DEER
Main floor, Provincial Building
4920 - 51 Street
T4N 6K8
(340-7165)

Day Support Programs and Day Hospitals

Day Support programs are group programs, which individuals may attend on a daily basis. They are intended for people who are frail and/or disabled and who need health maintenance and social/recreational activities. The programs take place in a variety of settings.

Day hospitals are for people who require specialized assessment, treatment, and rehabilitation services. Individual care plans are developed. These programs may be are available through acute care and auxiliary hospital settings.

To find out if there is a day support program or a day hospital in your community, call the nearest health unit listed in Appendix I.

Geriatric Assessment and Rehabilitation Hospital

The Edmonton General Hospital and the Colonel Belcher Hospital in Calgary have specialized geriatric assessment and rehabilitation programs. For information concerning these programs contact:

EDMONTON 482-8111
Youville Wing
Edmonton General Hospital
11111 Jasper Avenue
Edmonton, Alberta
T5K 0L4

CALGARY 262-0600
Colonel Belcher Hospital
1213-4th Street S.W.
Calgary, Alberta
T2R 0X7

NOTE: *If all you need is a living situation where you are with other older people you could consider self contained apartments or lodges. Self contained apartments provide accommodation to senior citizens at a reasonable rent. Lodges provide room and board to senior citizens who cannot, or do not wish to, handle their own housekeeping. Some assistance to residents may be provided through Home Care. More detail on self contained apartments and lodges is located in the section of Housing (page 26).*

Long Term Care Centres

Long term care centres in Alberta (nursing homes and auxiliary hospitals) provide room and board and a range of care services, from personal care with nursing supervision to skilled medical and nursing care. These centres vary in size and are located throughout the province.

Effective January 1, 1990, residents are responsible for the following accommodation charges:

- $14 a day for standard accommodation
- $16.50 a day for double accommodation
- $20.25 a day for single accommodation

The province pays for the balance of the care costs.

In order to qualify for coverage of the associated care costs, an individual requiring nursing home type care must have:

- lived in Alberta for three consecutive years at any time previously,

  OR

- lived in Alberta for one year immediately prior to applying, and been a resident of Canada for 10 years or more.

Admission to a Long Term Care Facility

In many Alberta communities, admission to a long term care centre is based on an assessment of need carried out by the staff of the home care program.

When you apply for assistance in obtaining helping services, you and the home care staff

member may decide that the most appropriate service for you would be that provided by a long term care centre. If this decision is made, the home care staff will then work with the appropriate placement committee to find the right centre for you.

For more information about admission to long term care centres, contact the nearest office of your health unit (see Appendix I).

Alberta Health Facilities Review Committee

This committee of 12 is appointed by the provincial government to visit general hospitals, mental hospitals, auxiliary hospitals, nursing homes and senior citizens' lodges throughout the province, for the purpose of monitoring and evaluating them on behalf of users and the public at large. The visits are unannounced.

The committee also has a mandate to investigate complaints regarding health institutions. The address is:

ALBERTA HEALTH FACILITIES
REVIEW COMMITTEE
2nd Floor, Pacific Plaza
10909 Jasper Avenue
Edmonton, Alberta T5J 3M9
(427-4924)

HOUSING SERVICES

FINANCIAL AID FOR ACCOMMODATION

Renters Grant

A provincial grant of $1,200 a year is available to you if you are 65 or over, have rented accommodation in Alberta for at least 120 days during the year and have not already claimed a homeowner refund for that year.

You must apply for this grant every year. However, application forms will be mailed in May of each year to persons who received this grant in the previous year.

A married couple can only make one application between them, unless they are legally separated.

A widow or widower between the ages of 60 and 64 years, whose deceased spouse was 65 years or older and eligible at the time of death, may qualify for the Renters Grant. A recipient of the Alberta Widows' Pension who is between the ages of 55 and 64 and is receiving a pension or additional benefits may also be eligible.

People living in subsidized housing, such as senior citizens' apartments and lodges, are eligible for a $600 grant. Those living in nursing homes, active treatment/auxiliary hospitals or members of a housing co-operative association residing in a housing co-op do not qualify.

Application forms for this annual grant are available in June of each year at Treasury Branches, local information centres, senior citizens' apartments and lodges Family and Community Support Services offices or by contacting:

GRANTS AND SUBSIDIES BRANCH
Alberta Municipal Affairs
Box 2021
Edmonton, Alberta
T5J 2P4
(422-5974)

Renters Assistance for Owners of Mobile Homes

A provincial rental assistance grant of $1,000 is available for those 65 and over who own and have resided in a mobile home on rented land for at least 120 days and who have not received a property tax reduction benefit. A married couple can only make one application between them, unless they are legally separated.

A widow or widower between the ages of 60 and 64 years, whose spouse was 65 years or older and eligible at the time of death, may qualify. A recipient of the Alberta Widows' Pension who is between the ages of 55 and 64 years and is receiving a pension or additional benefits may also be eligible.

Application is made on the same form as for the Renters Grant.

Further information is available at Alberta Municipal Affairs (see address under Renters Grant).

Seniors' Emergency Medical Alert Program

As of January 1, 1990, this new provincial program provides low and moderate income senior renters with grants of up to $700 to purchase an approved medical alert home unit

from an approved medical alert agency. The equipment located in the home consists of two parts:

1. a small portable transmitter normally worn either around the neck or on the wrist
2. a piece of equipment called a base station (the size of a large phone book) which normally sits beside or under a telephone.

By simply pressing a button on your transmitter, you can call for help if you have a medical emergency.

NOTE: *If you are a senior homeowner or a disabled individual, you may apply for grant money under one of the other programs discussed below. If you are eligible, some of your grant money under these other programs may be used toward the purchase of an approved medical alert unit.*

Eligibility

You may be eligible for the program provided you are:

- a senior citizen 65 years of age or older or a widow/widower 55 years or age or older;
- living in rental accommodation in Alberta for at least nine months per year;
- a Canadian citizen or landed immigrant with at least one year residency in Alberta and three years' residency in Canada; and in receipt of Alberta Assured Income Plan benefits or have a household income of $25,000 per year or less.

The program also provides one-time agency grants of up to $20,000 to new or existing non-profit groups to help them establish or expand emergency medical alert networks.

Important Information

- You should not expect to be reimbursed for a medical alert unit that was purchased before your application was approved.
- You will be responsible for installation costs and monthly user fees charged by the agency to which you subscribe. These fees will not be reimbursed.
- One medical alert unit per household is eligible. Each unit consists of one base station and is available with one or more transmitters.

Contact:

SENIORS' EMERGENCY MEDICAL ALERT PROGRAM
Housing Division,
Alberta Municipal Affairs
P.O. Box 3040
Edmonton, Alberta
T5J 4L7
(422-1809)

Property Tax Reduction Benefits

Provincial property tax reduction benefits are available for people age 65 or over who live in their own homes for at least 120 days during the tax year and who have not claimed a Renters Assistance Grant for that year.

The maximum property tax reduction is $1,000 or total taxes. The first part of the benefit is removal of the entire provincial education tax which the provincial government pays for everyone. Then the remainder of the $1,000 can be used to reduce property taxes up to the total amount of the tax, or to $1,000, whichever is less.

A widow or widower between the ages of 60 and 64 years, whose spouse was 65 years or older at the time of death, if he or she continues to own and live in the home, may receive this reduction. A recipient of the Alberta Widows' Pension who is between the ages of 55 and 64 years and is receiving a pension or additional benefits may also be eligible.

Application forms for these benefits may be sent each year with your property tax notice,

or are available at your municipal tax office in June of each year.

The completed application should be returned to your municipality. Further information is available from Alberta Municipal Affairs at 422-2118 (see address under Renters Grant).

Senior Citizens' Home Heating Protection Program

This provincial program will assist senior citizens with home heating costs, regardless of the type of fuel used.

A rebate of $100 for each calendar year is paid directly to eligible seniors. To be eligible, seniors must own and live in their own homes for at least 120 days during the calendar year.

The rebate is available to homeowners age 65 or over. Also eligible are widows and widowers between the ages of 60 and 64 whose spouse was age 65 or over at the time of death. Those persons who are receiving the benefits from the Alberta Widows' Pension Program during the respective calendar year are also eligible.

No application form is necessary in most cases. Cheques are issued automatically to persons who have applied for and received the Alberta Property Tax Reduction Benefit. The majority of payments are mailed during January to March of the following year.

Application forms and information are available at local municipal tax offices or from:

REBATES BRANCH
Alberta Transportation and Utilities
Main Floor, Twin Atria Building
4999 - 98 Avenue
Edmonton, Alberta
T6B 2X3
(422-4098)

Seniors' Independent Living Program

As of January 1, 1990, this provincial program assists low and moderate income senior homeowners to repair or improve their home. Grants of up to $4,000 will be available (depending upon income and previous benefits received under the Seniors' Home Improvement Program or its Extension).

There are three ways to use the grant money:

- Permanent repairs and improvements to the home are eligible. Examples of this type of work are: repairs to a fire or burglar alarm, improved heating in the home, or installation of siding on the home or garage.
- Upon receiving prior approval from the program office, 5% of the grant funds may be used toward minor repairs and maintenance such as carpet cleaning, landscaping, window cleaning or snow removal.
- Up to $700 of your grant money may be used toward the purchase of an approved medical alert unit. Prior approval of the equipment and the supplier must be given by Alberta Municipal Affairs before payment will be made (see description of Seniors' Emergency Medical Alert Program).

Eligibility

You may be eligible for this new program if you meet the following requirements:

- You are a homeowner 65 years of age or older or a widow/widower 55 years of age or older;
- You are a Canadian citizen or landed immigrant with at least three years' residency in Canada;
- You have lived in Alberta at least one year prior to the date of application;

- You live in your home at least nine months of the year; and
- You receive Alberta Assured Income Plan benefits or have a household income for the previous year of $25,000 or less.

Important Information:

- You should not expect reimbursement for work done, for materials that were purchased, or for a medical alert unit that was purchased before your application has been approved.
- The relationship between your annual household income and how much grant money you may receive from this program is as follows:

Household Income for the Previous Calendar Year	Grant Assistance
$19,000 or less or receiving the Alberta Assured Income Plan (supplement)	$4,000
$19,001–$22,000	$2,000
$22,001–$25,000	$1,000

- If you have received benefits under the Seniors' Home Improvement Program or the Extension, these benefits will be deducted from the assistance available under the Seniors' Independent Living Program. However, every eligible household can be considered for a grant of at least $1,000.

For more information on this program contact:

HOME IMPROVEMENT OFFICE
Housing Division
Alberta Municipal Affairs
Main Floor, Devonian Building
11156 Jasper Avenue
Edmonton, Alberta
T5J 3B8
(In Edmonton call: 427-5760;
In other areas of Alberta call the
Long Distance Operator and ask for
Zenith 22093.)

Home Adaptation Program

Benefits

As of January 1, 1990, this provincial program offers several enhancements to eligible homeowners, tenants or landlords. Grants of $5,000 are available to modify housing units for wheelchair users or persons whose disability will eventually require the use of a wheelchair. Grants are made for permanent modifications which improve and facilitate access and occupancy in the home. Landlords may also receive grants for each new housing unit which is constructed for wheelchair users.

Up to $700 of your grant money may be used toward the purchase of an approved medical alert unit from the approved agency.

Eligibility

- There must be a wheelchair user, or an individual whose disability will eventually require the use of a wheelchair, residing in the home.
- Adjusted household income must be less than $30,000 per year or the applicant must be a recipient of Alberta Assured Income Plan or of Assured Income for the Severely Handicapped benefits. Adjusted family income is defined as the gross income of both the wage earner and spouse combined, less deductions for the spouse and dependent children.
- A homeowner or tenant must have resided in Alberta for one year immediately preceding the application for a grant.
- A homeowner or tenant must be a Canadian citizen or landed immigrant with at least three years' residency in Canada.

Important Information

- Your grant money can be used toward a variety of modifications to improve wheelchair accessibility and movement in the

home. Examples are such modifications as special showers or levered faucets, lower cupboards or sinks, ramps or lifts, and approved security systems.

- Landlords and tenants are eligible to apply for this grant. A landlord must agree to try to rent to an eligible tenant for a period of no less than three years, and the tenant, landlord and Alberta Municipal Affairs must be in agreement on the proposed improvements.
- You should not expect to be reimbursed for modifications that were done or for a medical alert unit that was purchased before your application has been approved.

For more information on this program contact:

HOME ADAPTATION PROGRAM
Housing Division,
Alberta Municipal Affairs
P.O. Box 3120
Edmonton, Alberta
T5J 4L8
(427-8161)

HOUSING FOR SENIOR CITIZENS

Lodges

Lodges provide room and board to senior citizens who cannot, or do not wish to, handle their own housekeeping.

Lodges are located throughout the province. The average lodge accommodates between 40 and 65 persons and has both single and double rooms. Furniture, drapes and linen are provided. Complete meal services in a central dining hall are provided for all residents.

Rental rate guidelines are set by the provincial government.

The maximum rates as of April, 1990 are:

- $441 a month, each person, for a double room
- $491 a month for a single room
- $575 a month for a special room (large).

The local foundation (municipally appointed board) managing each lodge is responsible for handling applications, selecting tenants and setting the rules and regulations for the lodge.

The general admission requirements are:

1. reasonable mental and physical health;
2. Alberta residency for one year prior to application;
3. at least 65 years of age (one member of a couple must be 65 years or older).

For more information, contact your local foundation, information centre or your Family and Community Support Services Office (Appendix II).

Provincial Lodge Standards Review Committee

This committee is appointed by the Minister of Municipal Affairs and acts in an advisory capacity to Alberta Mortgage and Housing Corporation. Members of the Committee will:

1. Visit lodges to ensure that the quality of services provided meets the minimum operating standards.
2. Investigate complaints with respect to lodges.
3. Make recommendations on improvements to lodges.

The Committee address is:

PROVINCIAL LODGE STANDARDS
REVIEW COMMITTEE
9405 - 50 Street
Edmonton, Alberta
T6B 2T4
(468-3674)

Homes for Special Care

In some communities privately operated lodges, licenced by the provincial government, provide room, board and some personal care for older residents.

Admission requirements and fees are determined by the management of each home. For more information, contact your local information centre (Appendix III), your nearest health unit office (Appendix I) or your Family and Community Support Services Office (Appendix II).

Apartments

Self-contained apartments are designed to provide accommodation for senior citizens at a reasonable rent.

The units are either bachelor or one-bedroom apartments with stoves, refrigerators and carpets. Lounges and laundry facilities are available in each project. Rents in the buildings built under the present plan are based on income. A senior citizen pays rent of 25 percent of his or her gross income.

Cottages or self-contained units built prior to the present plan charge a flat rate which is considerably lower than that charged by privately owned apartments. Monthly rates as of April 1, 1990 are: bachelor $201, one bedroom $295.

If you are a resident of Alberta and can manage your own housework, you may be eligible for a senior citizen's apartment. Since the supply of housing available is limited, priority is given to those in greatest need. Need is determined by your household income, your assets, condition of your present accommodation, the amount of your present rent and the availability of services to you.

Applications are made directly to the project management group which selects the tenants.

For more information in Calgary, Edmonton, Lethbridge and Medicine Hat, contact your local housing registry.

Housing Registries

Offices in Edmonton, Calgary, Lethbridge and Medicine Hat have complete lists of senior citizens' housing (apartments and lodges) available in those cities. The registries provide information about local senior citizens' housing and may help you find private accommodation. If you live in these areas, contact:

CALGARY
Kerby Centre
1133 - 7 Avenue S.W.
T2P 1B2
(265-0661)

EDMONTON
Society for the Retired and Semi-Retired
15 Sir Winston Churchill Square
T5J 2E5
(423-5510)

LETHBRIDGE
Communications & Public Information
817 - 4 Avenue S.
T1J 0P3
(329-7355)

MEDICINE HAT
Housing Registry
City of Medicine Hat
580 - 1 Street S.E.
T1A 8E6
(529-8100)

If a housing registry is not available in your area, contact your local information centre (Appendix III), Family & Community Support Services Office (Appendix II) or the Seniors Information Line, 1-800-642-3853.

LIFE ENRICHMENT OPPORTUNITIES

Life enrichment includes a variety of ongoing activity and learning possibilities. These opportunities can be social, recreational, cultural or educational. The following pages can provide information to assist you in exploring new ideas or in expanding your present interests.

Senior Centres

Senior centres, often referred to as "drop-in centres", are located throughout the province. Often operated by an organization of retired or semi-retired people these centres offer a variety of social, recreational, sport and educational activities. Many also offer service activities such as outreach, friendly visiting, meals, meals-on-wheels, information and referral services and home handyman. Even seniors who are ill or house-bound can benefit from these programs as service activities are often aimed at helping and supporting these seniors.

Also operating throughout the province are a variety of social clubs or senior groups. These groups provide an opportunity for social activity.

Most senior centres are financially independent and raise their own funds. However, a number of centres receive assistance with operating expenses from Family and Community Support Services (Appendix II). There are also two programs through the federal government aimed specifically at providing funding opportunities to senior organizations (See New Horizons).

Family and Community Support Services Program

This provincial/municipal program available in many parts of Alberta is designed to promote the general social well-being of individuals and groups of all ages by preventing or minimizing those conditions which tend to reduce personal well-being.

Through the Family and Community Support Services Programs, provincial and municipal funding is provided for services of interest to senior citizens, such as senior centres, home support services and meals-on-wheels.

Most Family and Community Support Services Programs have a director. These individuals are knowledgeable about social and health services provided by other agencies and government departments and are aware of new program developments and funding sources.

For information about the kinds of services in your area, contact your local Family and Community Support Services director (see Appendix II) or contact:

FAMILY AND COMMUNITY
SUPPORT SERVICES BRANCH
Family and Social Services
6th Floor, Donsdale Place
10709 Jasper Avenue
Edmonton, Alberta
T5J 3N3
(427-2803)

New Horizons

New Horizons is a federal government program which provides funding to groups of 10 or more retired persons to carry out projects of their own choosing for the benefit of themselves and others in the community.

Financial assistance is available to start up new activities or to expand existing activities within the community. Grants may cover expenses incurred in planning, organizing and

operating activities including such items as rent, utilities, furniture and equipment, materials and supplies and minor renovations for space used. Limited funds are available for capital expenditures. The emphasis is on seniors being involved and participating in community events, on a voluntary basis.

Some typical projects include activities at drop-in centres, community services, crafts and hobbies, historical, cultural and educational projects, information services, sports, recreation, and performing arts.

New Horizons staff is available to meet with groups considering project activities prior to the preparation of applications.

For information contact:

NEW HORIZONS
Room 850, Canada Place
9700 Jasper Avenue
Edmonton, Alberta
T5J 4C3
(495-2754: collect calls are accepted)

SENIORS INDEPENDENCE PROGRAM

The purpose of the Seniors Independence Program, which came into effect April 1, 1988, is to increase the capacity of Canadian seniors to act on their own behalf to improve their health, well-being and independence, and to enhance their quality of life.

The program's objectives are to:

- promote the involvement of seniors in the design and delivery of projects which affect their quality of life and independence,
- encourage and support the self-care and mutual aid efforts of seniors,
- promote the availability and accessibility of resources which support the health, education and social welfare of seniors.

Voluntary, non-government, non-profit groups and organizations may apply, including professional associations, educational institutions, health or social service agencies, and other para-public organizations.

The participation of senior citizens in the planning, development and implementation of the project is required.

Project applications may be for resource development, information sharing and training, developmental or demonstration projects. Potential applicants are urged to send in a one to three page summary of their planned project for comment by the Seniors Independence Program staff, prior to writing their full application.

Provincial and local consultation will be undertaken to ensure that projects do not duplicate existing services.

Representatives of voluntary organizations and agencies are invited to contact the New Horizons office to discuss possible projects under the Seniors Independence Program.

For more information contact:

NEW HORIZONS
Room 850, Canada Place
9700 Jasper Avenue
Edmonton, Alberta
T5J 4C3
(495-2754: collect calls are accepted)

ALBERTA RECREATION AND PARKS

Local Recreation Programs

Alberta Recreation and Parks recognizes the challenge for all Albertans to develop meaningful leisure experiences that will contribute to a rich and satisfying life. The department is aware that delivery of services is best at the local or community level and therefore most

activities are the responsibility of the municipal/local Recreation and Parks departments or boards.

Recreation opportunities for older Albertans include recreation centres, arts and crafts classes and exhibitions, outdoor learning at nature centres, fitness programs, Master's categories in sports (such as swimming, badminton, tennis and golf), Alberta Senior Games every two years, participatory events in Alberta Summer and Winter Games, and tours and exchange visits.

Your local recreation department can supply you with information about local programs, activities, interest groups and workshops. Funding for facilities may be available through the Community Recreation/Cultural Grant program, administered through the municipality. Consult your telephone directory for the number of your local municipal recreation department.

Provincial Sports and Recreation Services Branch

This branch promotes, encourages and coordinates orderly recreation development.

Services provided include consultation, information, resource materials and educational opportunities. For information, contact:

ALBERTA RECREATION AND PARKS
Provincial Sports and Recreation
Services Branch
Leisure Lifestyle Development Section
905 Standard Life Centre
10405 Jasper Avenue
Edmonton, Alberta
(427-5711)

To facilitate department services, the province is divided into regions. For information about the programs and services, you may contact the department's regional recreation consultants:

Calgary	297-6115
Edmonton	427-2019
Edson	723-8227
Grande Prairie	538-5300
High Prairie	523-6536
Leduc	986-8401
Lethbridge	381-5231
Peace River	624-6295
Red Deer	340-5115
Stettler	742-7516
St. Paul	645-6353
Stony Plain	963-2281
Three Hills	443-8500

ALBERTA SENIOR CITIZENS SPORT AND RECREATION ASSOCIATION (See PROVINCIAL ORGANIZATIONS FOR SENIORS)

Provincial Parks

One-half the daily rate is charged to campers age 65 and over for a maximum stay of two weeks. You must have proof of age and have resided in Alberta for one year. If making reservations, a $5 fee will be charged. For information, call 427-7338 in Edmonton.

Fishing Licence

A fishing licence is not required for seniors who are 65 or over. You must carry proof of age and you must still comply with all sport fishing regulations. This free fishing does not apply in the national parks in Alberta.

National Parks

Individuals age 65 or over are admitted to national parks free of charge. A special sticker can be obtained from the gate attendant at any national park. It must be renewed each year. You must show proof of age. For more information, call Visitor Services in Calgary, 292-4517.

Alberta Culture and Multiculturalism

Senior citizens' groups are eligible for any of the programs or services of Alberta Culture and Multiculturalism, including any workshops, consultative services or resources and library materials.

For information regarding any cultural programs or services, contact:

ALBERTA CULTURE
AND MULTICULTURALISM
12th Floor, CN Tower
10004 - 104 Avenue
Edmonton, Alberta
T5J 0K5
(427-2568)

OR

Any of the department's field offices:

Calgary	297-3974
Grande Prairie	538-5408
Medicine Hat	529-3635
St. Paul	645-6328
Red Deer	340-5261

Volunteer Services and Opportunities

A variety of volunteer opportunities exist in any community. If you would like to get involved, check with your local information centres, Family and Community Support Services offices, health units, senior citizen organizations and service clubs to explore with them, the possibilities of your volunteer involvement.

Here are a few organizations offering opportunities to retired people.

Canadian Executive Service Overseas (CESO)

This organiztion recruits qualified retired people for overseas service for projects lasting three to six months. All expenses are paid. Information on this program is available through:

C.E.S.O.
606, Sir Winston Churchill Square
Edmonton, Alberta
T5J 2E2
(421-4740)

Canadian University Students Overseas (C.U.S.O.)

This organization recruits qualified retired people for contracts lasting a maximum of two years. Information on this program is available through:

C.U.S.O.
206, 10136 - 100 Street
Edmonton, Alberta
T5J 0P1
(429-2741)

Continuing Education

Credit courses are offered on a tuition-free basis to persons 65 or older attending the following educational institutions (where space is available after fee-paying students have been accommodated):

Alberta Vocational Centre:	Calgary
Alberta Vocational Centre:	Edmonton
Alberta Vocational Centre:	Lac La Biche
Alberta Vocational Centre:	Grouard
Northern Alberta Institute of Technology:	Edmonton
Southern Alberta Institute of Technology:	Calgary

Senior citizens can now attend some other educational institutions in the province on a tuition-free basis or with a minimal registration fee. To find out if this is the case in your area, contact the registrar's office at the nearest university or college, your local information centre (Appendix III) or your nearest Family and Community Support Services office (Appendix II).

The University of Alberta and the University of Calgary are receiving special ministerial grants to offer non-credit learning experiences on campus called **Spring Session for Seniors**. Some fees are charged for these programs. For further details, contact the University of Alberta at **492-3116** or the University of Calgary at **220-4100**.

Other non-credit general interest programs may be available to you in your community through the local **Further Education Council**. Please contact the nearest Family and Community Support Services office (Appendix II) or your local information centre (Appendix III).

Regional further education coordinators are available in some areas. If you cannot locate the coordinator in your area, contact the Seniors' Information Line 1-800-642-3853, or:

FURTHER EDUCATION
PROGRAM SERVICES
Alberta Advanced Education
11160 Jasper Avenue
Edmonton, Alberta
T5K 0L3
(427-5624)

Elderhostel Canada

Elderhostel Canada is an educational program specifically created for indivudals 60 years of age or older, who wish to continue to expand their horizons and to develop new interests and enthusiasm.

Participants enjoy inexpensive, short term academic programs around the world while living on site at the Elderhostel location (simple accommodation at a modest cost). Students have access to all cultural, recreational facilities and resources available at the host location.

For more information, write to:

Elderhostel Canada
Suite 300
33 Prince Arthur Avenue
Toronto, Ontario
M5R 1B2

Consumer Help

Consumer help is available from Alberta Consumer and Corporate Affairs regional offices throughout the province. Offices are located in Calgary, Edmonton, Fort McMurray, Grande Prairie, Lethbridge, Medicine Hat, Peace River and Red Deer. They offer:

- consumer complaint investigation
- financial counselling
- consumer education, workshops and courses
- free information on a variety of topics.

For more information about these services, contact the office nearest you. The address and telephone number are listed in your telephone directory under Government of Alberta.

For a list of available free publications, you may request a copy of the "Publication List," from:

ALBERTA CONSUMER
AND CORPORATE AFFAIRS
Box 1616
Edmonton, Alberta
T5J 2N9

Banking Discounts

Most banks offer free or reduced service charges and special types of accounts to people age 60 or over; a few offer special rates to people aged 55 and over. You must inquire about discounts offered.

TRANSPORTATION

Bus Passes

Bus passes are available at minimal cost to people 65 years of age and older who are residents of Calgary, Edmonton, Lethbridge and Red Deer. You must supply proof of age when applying. Passes are available at the following places:

CALGARY 268-5111
City of Calgary Social Services
Special Needs Transportation
Municipal Building, 7th Floor
800 Macleod Trail S.E.
T2P 2M5

write to:
Box 2100, Station "M"

EDMONTON 428-8868
City of Edmonton Transit
LRT Churchill Station (underground)
99 Street and 102A Avenue
(across from the Edmonton Art Gallery)
T5J 3R5

LETHBRIDGE 320-2222
Senior Citizens Centre
500 - 11 Street S.
T1J 4G7

RED DEER 342-8111
City Hall
City Clerk's Department
4914 - 48 Avenue
T4N 3T4

write to:
Box 5008

Special Transportation Help

Special transportation help is available in some of the larger centres for you if you cannot use the regular transportation system. In smaller centres, some help with transportation may also be available. Contact your local information centre (see Appendix III), your health unit (see Appendix I), or your Family and Community Support Services office (see Appendix II).

Alberta Transportation provides a per capita grant to cities, towns, counties, municipalities, improvement districts and incorporated villages and hamlets to aid them in developing transportation for the elderly and handicapped. The use of these funds is determined by the local government.

The Alberta Council on Aging has published a **Transportation Handbook** to assist rural areas in developing a service. This booklet is available from the Alberta Council on Aging at a small charge (see page 43 for address).

Handicapped Placard

A handicapped placard or sticker for your vehicle is available upon request to individuals of all ages who have a physical condition which makes mobility difficult. Placards are available from any office that issues Motor Vehicle Licenses. All requests must be accompanied by a letter from your physician verifying the condition as well as one piece of identification.

Further information is available through any Motor Vehicle Licence Issuer or by contacting:

Motor Vehicles–North
Solicitor General
10125 Princess Elizabeth Avenue
Edmonton, Alberta
T5G 0X9
(427-7013)

Motor Vehicles–South
Solicitor General
4020 Bowness Road, N.W.
Calgary, Alberta
T3B 0A2
(297-5230)

Travel Discounts

Airline Discounts–Individuals may be eligible for travel discounts provided proof of age is shown. Travel discounts usually apply to flights within Canada.

All reservations must be confirmed.

Airlines providing discounts in fares are:

- Air Canada offers discounts for those aged 62 and over
- Canadian Airlines International offers discounts for those aged 55 and over.

Via Rail Canada provides a 33 percent discount to individuals 60 years and over.

Greyhound Bus provides a 10 percent discount to individuals 60 years and over on regular fares.

Red Arrow Express Bus provides some discounts to individuals 60 years and over. This bus travels between Calgary, Red Deer, Edmonton and Fort McMurray.

LEGAL SERVICES

The Ombudsman of Alberta is empowered by the Legislative Assembly to investigate complaints against departments, boards and agencies of the provincial government. The only exemptions to the Ombudsman's authority are the actions of the courts, the Legislative Assembly, and government lawyers while they appear in court.

The Ombudsman's Office also functions as an information and referral resource. The size and complexity of the government can create problems for people who do not know who or what department to contact with a specific problem. The Office of the Ombudsman serves as a liaison in these instances by conveying correct information or referring people to the appropriate person, department, or agency.

The Ombudsman offices are located in Edmonton and Calgary. People living elsewhere in the province can contact the Office, toll-free, through a RITE operator or by dialing "0" and asking the operator for Zenith 22422.

EDMONTON
1630 Phipps-McKinnon Building
10020 - 101A Avenue
T5J 3G2
(427-2756)

CALGARY
1080 McFarlane Tower
700 - 4 Avenue S.W.
T2P 3J4
(297-6185)

Legal Aid

Legal aid can provide representation for eligible individuals. It is likely that repayment to the Legal Aid Society at a reduced rate will be required once the case is completed.

For an appointment, contact your nearest office:

Calgary	297-2260
Edmonton	427-7575
Fort McMurray	743-7356
Grande Prairie	538-5470
Hinton	865-8239
Lethbridge	381-5194
Medicine Hat	529-3553
Peace River	624-6250
Red Deer	340-5119
St. Paul	645-6205
Wetaskiwin	352-7011

Public Trustee

The Public Trustee can assist persons who require help with administration of wills and estates.

In CALGARY, phone **297-6541;**
In EDMONTON, phone **427-2744.**

Public Guardian

This office offers a legal means for a court-appointed guardian to make, or assist in making, decisions for adult Albertans who are unable to care for themselves and to make reasonable judgements in respect of matters relating to their persons.

For further information contact the Office of the Public Guardian, Alberta Family & Social Services. Offices are located in:

CALGARY
Room 510, Place 800
800 - 6th Avenue S.W.
Calgary, Alberta T2P 3G3
(297-3364)

EDMONTON
4th Floor, 108th Street Building
9942 - 108 Street
T5K 2J5
(427-0017)

LETHBRIDGE
501 Professional Building
740 - 4 Avenue South
T1J 0N9
(381-5648)

RED DEER
2nd Floor, Provincial Building
4920 - 51 Street
T4N 6K8
(340-5165)

NOTE: *A paper outlining the differences between power of attorney, guardianship, and trusteeship is available, free of charge from:*

SENIORS INFORMATION SERVICE
10035 - 108 Street
Edmonton, Alberta
T5J 3E1
(In Edmonton, call 427-7876
Outside Edmonton, 1-800-642-3853)

Lawyer Referral Service

This service is operated by the Law Society of Alberta to help you if you can afford to pay for a lawyer, but do not know one who can help you. The service provides the names of three lawyers whose practice specializes in a certain area. You receive the first half hour of discussion free of charge. During that time you can discuss fees and decide whether you want to use the lawyer contacted. You are charged the lawyer's full fee for any service provided. This office is located at:

LAWYER REFERRAL SERVICE OFFICE
Room 600, 919 - 11 Avenue S.W.
Calgary, Alberta
T2R 1P3
(228-1722)
Toll-free anywhere in Alberta:
(1-800-661-1095)

Dial-A-Law

A Calgary-based telephone service which provides pre-recorded information tapes on a variety of legal topics.

CALGARY (234-9022)
Toll-free (1-800-332-1091)

Alberta Women's Secretariat

The following booklets are available through the Alberta Women's Secretariat:

1. Wills and Estates for Albertans
2. A Guide to Probate Procedure

For copies of these free booklets, contact:

THE ALBERTA
WOMEN'S SECRETARIAT
Education and Communications Division
8th Floor
Kensington Place
10011 - 109 Street
Edmonton, Alberta
T5J 3S8
(422-4927)

PROVINCIAL ORGANIZATIONS FOR SENIORS

Alberta Council on Aging

The Alberta Council on Aging (ACA) is a voluntary organization of groups and individuals concerned with the process of aging. It works toward change on both the individual and societal level, and toward enhancement of active community participation of seniors in society.

The ACA has a board of directors, the majority of whom are senior citizens, who are elected by its membership from various parts of Alberta. The board of directors is responsible for the development of organizational policy and program strategies.

The ACA acts as secretariat for the **Interagency Council,** a group of representatives of provincial non-government provincial organizations working with the elderly across Alberta. In this way it encourages communication and sharing of resources among senior groups and organizations without interfering with their autonomy.

The ACA has promoted senior involvement in areas such as health care, transportation, senior centre management, education, sports and recreation, the arts and law enforcement.

The ACA also publishes the ACA News, a current source of current information on issues concerning Alberta's seniors.

Membership—Individual $10/year, Organization $25/year, Joint (Couples) $15/year, Life $100 and Joint Life $150. Individual, joint, and life members receive one issue and organizations receive five issues each month of the ACA NEWS. The ACA News is published by the ACA ten times a year. In addition organizations have free use of the film/video library.

The ACA, with support from the Seniors Independence Program, has developed a unique service to meet the changing needs of senior citizens and their organizations. This innovative program, called the Seniors Consultant Program, utilizes retired experts to assist seniors' groups with their needs in the areas of leadership development, access to resources, programming and communication.

ALBERTA COUNCIL ON AGING
Room 501, Liberty Building
10506 Jasper Avenue
Edmonton, Alberta
T5J 2W9
(423-7781)
Fax: 425-9246

Canadian Pensioners Concerned, Alberta Division

This is a senior citizens' organization which concentrates its activities specifically in the area of financial concerns and problems of pensioners. The group believes that seniors' organizations whose work relates to education, recreation, travel and social activities are well-developed, whereas the area of financial concern requires specialized attention.

To achieve its aims, Canadian Pensioners Concerned becomes involved in researching areas of need, irregularities, discrepancies and general financial matters related to pensioners. It monitors legislation passed or proposed and makes its findings known to whichever government is involved by briefs, presentations and lobbying.

All the work of Canadian Pensioners Concerned is carried on by volunteers. Although Canadian Pensioners Concerned has been

funded in the past by the federal New Horizons program, it is now completely self-supporting. Donations and contributions from members and the community are its only source of income to cover operating expenses.

Membership is available to individuals, senior citizens' groups and senior citizens' organizations such as drop-in centres.

A newsletter is published four times a year. It informs members of benefits available and legislation affecting pensioners.

Membership fees per year are: single members $6; married couples $8; organizations $10 (this includes newsletters).

For further information contact:

CANADIAN PENSIONERS
CONCERNED, ALBERTA DIVISION
907, 4440 - 106 Street
Edmonton, Alberta
T6H 4X1
(436-7837)

Alberta Pensioners and Senior Citizens Organization

This voluntary organization is composed of local chapters in Alberta. The Alberta organization was founded in 1942 in Lethbridge, and is a member of the National Pensioners and Senior Citizens Federation.

The organization is concerned about pensions and other issues affecting the elderly.

Chapters meet regularly and hold an annual meeting at which proposed resolutions are voted on and forwarded to the appropriate bodies.

For further information, contact:

ALBERTA PENSIONERS AND SENIOR
CITIZENS ORGANIZATION
c/o Secretary-Treasurer, Irene Newman
Box 1411
Claresholm, Alberta
T0L 0T0
(625-3175)

Alberta Senior Citizens Sport and Recreation Association

This association is a volunteer action group which promotes sport, recreation and fitness development for adults age 55 and over. It acts as the provincial voice and encourages and promotes participation at the local level in the Alberta Winter, Summer and Senior Games. The board of directors consists of an executive and representatives from branches in eight zones across the province. The annual membership fee is $5. Among the benefits for members are a monthly magazine, $15,000 sport accident insurance, and regular communication about province-wide events through the branch system.

For information, contact:

ALBERTA SENIOR CITIZENS SPORT
AND RECREATION ASSOCIATION
890, 1520 - 4 Street S.W.
Calgary, Alberta
T2R 1H5
(228-1974)

CONGRATULATORY MESSAGES

FROM THE QUEEN, GOVERNOR GENERAL, PRIME MINISTER, OR THE PREMIER FOR SPECIAL ANNIVERSARIES AND SPECIAL BIRTHDAYS

A letter from the **Premier** may be requested for a 75th birthday and a scroll may be requested each fifth year thereafter to age 95 and yearly after that. A letter can be sent out for a 30th to 49th wedding anniversaries and a scroll may also be requested for a 25th, 50th, 55th, 60th and 65th wedding anniversaries as well as for each year after a 65th. Requests should be directed to the Premier of Alberta's correspondence office at 427-5102 in Edmonton, or contact your member of the Legislative Assembly (MLA). Requests should be made one month before the special birthday or anniversary.

A letter from the **Governor General** can be arranged for a 25th to 49th wedding anniversary and a scroll can be obtained for the 50th as well as each fifth year thereafter. The Governor General will also acknowledge a 75th birthday and each subsequent fifth year.

The **Prime Minister** of Canada will also send out scrolls for a 75th birthday and each fifth year after that as well as letters for a 25th to 49th wedding anniversary and a scroll on a 50th as well as each subsequent fifth year.

A scroll from the **Queen** may be requested in honour of a 100th birthday and every five years thereafter as well as for a 60th wedding anniversary. If a request was not submitted for a 60th anniversary, one can be made from the 61st to 65th year.

Requests to the Governor General, Prime Minister or the Queen should be made through a Member of Parliament (MP) at least three months in advance of the special date and should be accompanied by a birth or marriage certificate (depending on the occasion).

APPENDIX I – HEALTH UNITS

A wide variety of programs and services are offerred through health unit offices located throughout the province. Their offices are listed alphabetically by location. For information about programs in your area, contact your nearest health unit office:

Airdrie 948-4105
Mount View Health Unit
203 Main Street
Airdrie, T4B 2B6

Athabasca 675-2231
Athabasca Health Unit
Box 1140
Athabasca, T0G O8O

Banff 762-2990
Banff National Park Health Unit
Box 1266
Banff, T0L 0C0

Barrhead 674-3408
Sturgeon Health Unit
Box 1512
Barrhead, T0G 0E0

Bashaw 372-3027
Alberta East Central Health Unit
Box 628
Bashaw, T0B 0H0

Beaumont 929-2754
Leduc-Strathcona Health Unit
5005 - 50 Avenue
Beaumont, T0C 0H0

Beaverlodge 354-2647
South Peace Health Unit
Box 120
Beaverlodge, T0H 0C0

Black Diamond 652-3200
933-4335
Foothills Health Unit
Box 34
Black Diamond, T0L 0H0

Blairmore 562-7378
Chinook Health Unit
12501 - 20 Avenue
Blairmore, T0K 0E0

Bonnyville 826-3381
North Eastern Alberta Health Unit
5102-51 Street
Bonnyville, T9N 2G4

Bow Island 545-2296
Southeastern Health Unit
Box 949
Bow Island, T0K 0G0

Brooks 362-3388
Southeastern Health Unit
440 - 3rd St.
Brooks, T0K 0J0

Calgary (surrounding area) 221-8000
Mount View Health Unit
6715-8 St.NE
Calgary, T2E 7H7

Calgary (city) 228-7400
Calgary Health Services
320-17 Avenue, SW
Calgary, T2T 5T1

Calling Lake 331-3760
Athabasca Health Unit
General Delivery
Calling Lake, T0G 0K0

Camrose 672-7311
Alberta East Central Health Unit
4703-53 Street
Camrose, T4V 1Y8

Canmore 678-5656
Mount View Health Unit
800 Railway Avenue
Canmore, T0L 0M0

Cardston 653-4981
Chinook Health Unit
576 Main Street
Cardston, T0K 0K0

Carstairs 337-3336
Mount View Health Unit
315 10 Avenue S
Carstairs, T0M 0N0

Castor 882-3461
Alberta East Central Health Unit
Box 94
Castor, T0C 0X0

Claresholm 625-4061
Chinook Health Unit
5221 - 2 Street West
Claresholm, T0L 0T0

Coaldale 327-6507
Barons/Eureka/Warner Health Unit
2012 - 18 Street
Coaldale, T0K 0L0

Cochrane 932-2353
Mount View Health Unit
Provincial Building
Cochrane, T0L 0W0

Consort 577-3770
Big Country Health Unit
Box 146
Consort, T0C 1B0

Coronation 578-3200
Alberta East Central Health Unit
Box 338
Coronation, T0C 1C0

Daysland 374-2303
Alberta East Central Health Unit
Box 499
Daysland, T0B 1A0

Delburne 749-3660
Red Deer Health Unit
Box 376
Delburne, T0M 0V0

Desmarais 891-3931
Athabasca Health Unit
General Delivery
Desmarais, T0G 0T0

Devon 987-3119
Leduc-Strathcona Health Unit
6 Superior Street
Devon, T0C 1E0

Didsbury 335-3233
Mount View Health Unit
1601 - 15 Avenue, SW
Didsbury, T0M 0W0

Drayton Valley 542-4415
Alberta West Central Health Unit
Box 422
Drayton Valley, T0E 0M0

Drumheller 823-3341
Drumheller Health Unit
601-7 Street East
Drumheller, T0J 0Y0

Edmonton (city) 482-1965
Ste. 500, 10216 - 124 Street
Edmonton, T5N 4A3

Edson 723-4421
Alberta West Central Health Unit
5028 - 3 Avenue
Edson, T0E 0P0

Elk Point 724-3532
North Eastern Alberta Health Unit
Box 442
Elk Point, T0A 1A0

Empress 565-3795
Big Country Health Unit
General Delivery
Empress, T0J 1E0

Evansburg 727-2288
Alberta West Central Health Unit
Box 59
Evansburg, T0E 0T0

Fairview 835-4951
Peace River Health Unit
Box 552
Fairview, T0H 1L0

Falher 837-2145
Peace River Health Unit
Box 636
Falher, T0H 1M0

Fort MacLeod 553-4451
Chinook Health Unit
521 - 26 Street
Fort MacLeod, T0L 0Z0

Fort McMurray 743-3232
Fort McMurray & Dist. Health Unit
9921 Main Street
Fort McMurray, T9H 4Y5

Fort Vermilion 927-3761
High Level-Ft. Vermilion Health Unit
Box 68
Fort Vermilion, T0H 1N0

Fort Saskatchewan 998-3366
Leduc-Strathcona Health Unit
3rd Floor, 9821 - 108 Street
Fort Saskatchewan, T8L 2J2

Fox Creek 622-3730
Stony Plain/Lac Ste Anne Health Unit
Box 430
Fox Creek, T0H 1P0

Galahad 583-2121
Alberta East Central Health Unit
Box 88
Galahad, T0B 1R0

Grande Cache 827-3504
Alberta West Central Health Unit
Box 478
Grande Cache, T0E 0Y0

Grande Centre 594 -4404
North Eastern Alberta Health Unit
Box 990
Grande Centre, T0A 1T0

Grande Prairie 532-4441
South Peace Health Unit
10320 - 99 Street
Grande Prairie, T8V 6J4

Hanna 854-3325
Big Country Health Unit
402 Centre Street
Hanna, T0J 1P0

Hardisty 888-3890
Alberta East Central Health Unit
Box 153
Hardisty, T0B 1V0

High Level 926-3791
High Level-Fort Vermilion Health Unit
Bag 400
High Level, T0H 1Z0

High Prairie 523-4434
Peace River Health Unit
Box 33
High Prairie, T0G 1E0

High River 652-3200
Foothills Health Unit
103-3rd Avenue West
High River, T0L 1B0

Hinton 865-2277
Alberta West Central Health Unit
1280A Switzer Drive
Hinton, T7V 1T5

Holden 688-3853
Vegreville Health Unit
Box 179
Holden, T0B 2C0

Hughenden 856-3655
Alberta East Central Health Unit
Box 25
Hughenden, T0B 2E0

Innisfail 227-3636
Red Deer Health Unit
4904-50 Street
Innisfail, T0M 1A0

Irricana 935-4636
Mount View Health Unit
222 2nd Street
Irricana, T0M 1B0

Jasper 852-4759
Jasper National Park Health Unit
518 Robson Street
Jasper, T0E 1E0

Kinuso 775-3501
Athabasca Health Unit
Box 208
Kinuso, T0G 1K0

Kitscoty 846-2824
Minburn-Vermilion Health Unit
Box 508
Kitscoty, T0B 2P0

La Crete 928-3242
High Level-Ft. Vermilion Health Unit
Box 295
La Crete, T0H 2H0

Lac La Biche 623-4471
Athabasca Health Unit
Box 869
Lac La Biche, T0A 2C0

Lacombe 782-3218
Red Deer Health Unit
5010 - 51 Street
Lacombe, T0C 1S0

Lamont 895-2248
Vegreville Health Unit
Box 65
Lamont, T0B 2R0

Leduc 986-2222
Leduc-Strathcona Health Unit
5007-49 Avenue
Leduc, T9E 2Y4

Lethbridge 327-2166
Lethbridge Health Unit
801-1 Avenue S.
Lethbridge, T1J 4L5

Magrath 758-3331
Chinook Health Unit
135 W. Civic Avenue
Magrath, T0K 1J0

Manning 836-3765
Peace River Health Unit
Box 95
Manning, T0H 2M0

Medicine Hat 527-1136
Home Care Programs
Southeastern Health Unit
770 First Street S.E.
Medicine Hat, T1A 0B4

Medicine Hat 526-7950
Community Health Programs
2948 Dunmore Road S.E.
Medicine Hat, T1A 8E3

Medley 594-3338
Northeastern Health Unit
Box 1069
Medley, T0A 2M0

Morinville 939-3699
Sturgeon Health Unit
Box 250
Morinville, T0G 1P0

Myrnam 366-3845
Vegreville Health Unit
Box 211
Myrnam, T0B 3K0

Nanton 652-3200
Foothills Health Unit
Box 812
Nanton, T0L 1R0

Okotoks 652-3200
Foothills Health Unit
Box 758
Okotoks, T0L 1T0

Olds 556-8441
Mount View Health Unit
5025 - 50 Street
Olds, T0M 1P0

Oyen 664-3651
Big Country Health Unit
Box 296
Oyen, T0J 2J0

Peace River 624-3615
Peace River Health Unit
10015 - 98 Street
Peace River, T8S 1S2

Picture Butte 327-6507
Barons/Eureka/Warner Health Unit
General Delivery
Picture Butte, T0K 1V0

Pincher 627-3266
Chinook Health Unit
782 Main Street
Pincher Creek, T0K 1W0

Ponoka 783-4491
Wetoka Health Unit
Box 1143
Ponoka, T0C 2H0

Provost 753-6180
Alberta East Central Health Unit
Box 729
Provost, T0B 3S0

Raymond 327-6507
Barons/Eureka/Warner Health Unit
Box 251
Raymond, T0K 2S0

Red Deer 341-2100
Red Deer Regional Health Unit
2845 Bremner Avenue
Red Deer, T4R 1S2

Redwater 942-3801
Sturgeon Health Unit
Box 57
Redwater, T0A 2W0

Rimbey 843-2288
Wetoka Health Unit
4709 - 51 Avenue
Rimbey, T0C 2J0

Rocky Mountain House 845-3030
Red Deer Health Unit
4934 - 50 Street
Rocky Mountain House, T0M 1T0

Sedgewick 384-3652
Alberta East Central Health Unit
Box 12
Sedgewick, T0C 4C0

Sherwood Park 467-5549
Leduc-Strathcona Home Care Office
340 Sioux Road
Sherwood Park, T8A 3X6

Sherwood Park 467-5571
Leduc-Strathcona Health Unit
2011 Brentwood Boulevard
Sherwood Park, T8A 0X2

Slave Lake 849-3947
Athabasca Health Unit
Box 188
Slave Lake, T0G 2A0

Smith 829-3758
Athabasca Health Unit
Box 68
Smith, T0G 2B0

Smoky Lake 656-3595
North Eastern Alberta Health Unit
Box 127
Smoky Lake, T0A 3C0

Spirit River 864-3063
South Peace Health Unit
Box 187
Spirit River, T0H 3G0

Spruce Grove 962-4072
Stony Plain/Lac Ste Anne Health Unit
Box 4323
Spruce Grove, T0E 2G0

St. Albert 459-6671
Sturgeon Health Unit
23 Sir Winston Churchill Avenue
St. Albert, T8N 1N3

St. Paul 645-3396
North Eastern Alberta Health Unit
5610 - 50 Avenue
St. Paul, T0A 3A0

Stettler 742-4461
Alberta East Central Health Unit
5402 - 50 Avenue
Stettler, T0C 2L0

Stony Plain 963-3366
Stony Plain/Lac Ste. Anne Home Care
4709 - 44 Avenue
Stony Plain, T0E 2G0

Stony Plain 963-2206
Stony Plain/Lac Ste. Anne Health Unit
4905 - 47 Avenue
Stony Plain, T0E 2G0

Strathmore 934-4310
Drumheller Health Unit
206-2nd Avenue
Strathmore, T0T 3H0

Sundre 638-4063
Mount View Health Unit
101 Main Avenue E.
Sundre, T0M 1X0

Swan Hills 333-4777
Sturgeon Health Unit
Box 261
Swan Hills, T0G 2C0

Sylvan Lake 887-2241
Red Deer Health Unit
Bay 4, 1 Sylvan Crescent
Sylvan Lake, T0M 1Z0

Taber 327-6507
Barons/Eureka/Warner Health Unit
5009-56 Street
Taber, T0K 2G0

Thorsby 789-3031
Leduc/Strathcona Health Unit
4825-Hankin Street
Thorsby, T0C 2P0

Three Hills 443-2275
Drumheller Health Unit
1011 - 2nd Street N.
Three Hills, T0M 2A0

Tofield 662-3984
Vegreville Health Unit
5119 - 50 Street
Tofield, T0B 4J0

Two Hills 657-3361
Vegreville Health Unit
4822 - 50 Avenue
Two Hills, T0B 4K0

Valleyview 524-3338
South Peace Health Unit
Box 756
Valleyview, T0H 3N0

Vauxhall 327-6507
Barons/Eureka/Warner Health Unit
Vauxhall Town Office
Vauxhall, T0K 2K0

Vegreville 632-3331
Vegreville Health Unit
5431 - 50 Avenue
Vegreville, T0B 4L0

Vermilion 853-5270
Minburn/Vermilion Health Unit
4701 - 52 Street
Vermilon, T0B 4M0

Vilna 636-3933
North Eastern Alberta Health Unit
Box 159
Vilna, T0A 3L0

Vulcan 652-3200
Foothills Health Unit
Box 214
Vulcan, T0L 2B0

Wabasca 891-3931
Athabasca Health Unit
General Delivery
Wabasca, T0G 2K0

Wainwright 842-4077
Minburn/Vermilion Health Unit
Box 716
Wainwright, T0B 4P0

Warner 327-6507
Barons/Eureka/Warner Health Unit
217-4 Avenue
Warner, T0K 2L0

Westlock 349-3316
Sturgeon Health Unit
10724 - 101 Street
Westlock, T0G 2L0

Wetaskiwin 352-3337
Wetoka Health Unit
5610 - 40 Avenue
Wetaskiwin, T9A 3E4

Whitecourt 778-5555
Stony Plain/Lac Ste. Anne Health Unit
163 Provincial Building
Whitecourt, T0E 2L0

Winfield 682-3731
Wetoka Health Unit
Box 114
Winfield, T0C 2X0

Worsley 685-3927
Peace River Health Unit
General Delivery
Worsley, T0H 3W0

APPENDIX II – FAMILY AND COMMUNITY SUPPORT SERVICES OFFICES

Airdrie 948-5907
Social Planning Unit
PO Bag 5, Airdrie, T4B 2C9

Alix 747-2030
Box 306
Alix, T0C 0B0

Assumption 321-3767
Dene Tha Ehts-Andre
Box 958
High Level, T0H 1Z0

Athabasca 675-2623
Box 90
Athabasca, T0G 0B0

Banff 762-4426
Box 1835
Banff, T0L 0C0

Barrhead 674-3341
Box 488
Barrhead, T0G 0E0

Bassano 641-3520
Box 120
Bassano, T0J 0B0

Beaumont 929-8782
Box 330
Beaumont, T0C 0H0

Beaverlodge 354-2938
Box 30
Beaverlodge,T0A 0C0

Berwyn 338-3801
Box 250
Berwyn, T0H 0E0

Black Diamond 933-4340
Box 10
Black Diamond, T0L 0H0

Blairmore 562-8862
12537 - 21 Avenue
Blairmore, T0K 0E0

Bon Accord 921-3550
Box 100
Bon Accord, T0A 0K0

Bonnyville 826-2120
5000B - 49 Avenue
Bonnyville, T0N 2J7

Bonnyville 826-3333
Kehewin Tribal Administration
Box 6218
Bonnyville, T0N 2J7

Bow Island 545-2656
Box 327
Bow Island, T0K 0G0

Breton 696-3636
Box 480
Breton, T0C 0P0

Brocket 965-3802
Peigan Indian Band
Box 70
Brocket, T0K 0H0

Brooks 362-3333
Bag 880
Brooks, T0J 0J0

Bruderheim 796-3731
Box 280
Bruderheim, T0B 0S0

Calgary 268-5111
Social Services Department
7th Floor, 800 Macleod Trail S.E.
Calgary, T2P 2M5

Camrose 672-0141
4703-53 Street
Camrose, T4V 1Y8

Canmore 678-5597
Box 460
Canmore, T0L 0M0

Caroline 722-2341
Box 148
Caroline, T0M 0M0

Carstairs 337-3341
Box 370
Carstairs, T0M 0N0

Caslan 689-2170
Buffalo Lake Metis Settlement
Box 20
Caslan, T0A 0R0

Castor 882-2115
5019 - 50 Avenue
Castor, T0C 0X0

Claresholm 625-4417
Box 1297
Claresholm, T0L 0T0

Coaldale 327-6507
Box 328
Coaldale, T0K 0L0

Cochrane 932-2075
Box10
Cochrane, T0L 0W0

Cold Lake 639-3626
Box 87
Cold Lake, T0A 0V2

Coleman 562-8862
Box 370
Coleman, T0K 0M0

Coronation 578-3022
5015 Victoria Avenue
Coronation, T0C 1C0
(Open Tuesdays)

Crossfield 946-5565
Box 500
Crossfield, T0M 0S0

Didsbury 335-9255
Town of Didsbury
2037 - 19 Avenue
Didsbury, T0M 0W0

Didsbury 335-3311
County of Mountainview
Bag 100
Didsbury, T0M 0W0

Drayton Valley 542-7777
Box 77
Drayton Valley, T0E 0M0

Drumheller 823-6300
703, 2 Avenue
Drumheller, T0J 0Y0

Dunmore 526-2888
MD of Cypress No. 1
General Delivery
Dunmore, T0J 1A0

Eckville 746-3177
Box 578
Eckville, T0M 0X0

Edmonton 428-5917
Edmonton Social Services
5th Floor, Centennial Library
7 Sir Winston Churchill Square
Edmonton, T5J 2V4

Edson 723-4401
Box 6300
Edson, T0E 0P0

Elk Point 724-3800
Box 340
Elk Point, T0A 1A0

Fairview 835-5461
Box 730
Fairview, T0H 1L0

Falher 837-8311
Box 487
Falher, T0H 1M0

Foremost 867-3733
Box 159
Foremost, T0K 0X0

Fort Assiniboine 584-3922
Box 150
Fort Assiniboine, T0G 1A0

Fort Chipewyan 697-3674
Box 120
Fort Chipewyan, T0P 1B0

Fort McMurray 743-7921
9909 Franklin Avenue
Fort McMurray, T9H 2K4

Fort Macleod 553-4491
2215 - 2 Avenue
Fort Macleod, T0L 0Z0

Fort Saskatchewan 998-2266
10213 - 100 Avenue
Mailing Address: 10005 - 102 Street
Fort Saskatchewan, T8L 2C5

Fort Vermilion 927-4340
Box 637
Fort Vermilion, T0H 1N0

Fox Creek 622-3896
Box 149
Fox Creek, T0H 1P0

Frog Lake 943-2211
Frog Lake Band
Box 80
Frog Lake, T0A 1M0

Gibbons 923-3331
Box 68
Gibbons, T0A 1N0

Gleichen 734-3040
Blackfoot F.C.S.S. Office
Box 249
Gleichen, T0J 1N0

Glendon 635-3807
Box 177
Glendon, T0A 1P0

Glenevis 967-2225
Alexis Band
Box 7
Glenevis, T0E 0X0

Goodfish Lake 636-3622
Whitefish Lake Band Admin.
General Delivery
Goodfish Lake, T0A 1R0

Grande Cache 827-2296
Box 446
Grande Cache, T0E 0Y0

Grand Centre 594-5024
Elizabeth Metis Association
Box 420
Grande Centre, T0A 1T0

Grand Centre 594-1471
Cold Lake First Nations
Box 1681
Grande Centre, T0A 1T0

Grande Prairie 532-9722
County of Grande Prairie
8611 - 108 Street
Grande Prairie, T8V 4C5

Grande Prairie 538-0409
City of Grande Prairie
10031 - 99 Avenue
Grande Prairie, T8V 2P5

Granum 687-3822
Box 88
Granum, T0L 1A0

Hanna 854-4700
Box 430
114 - 4 Avenue E
Hanna, T0J 1P0

High Level 926-2267
10009 - 99 Street
High Level, T0H 1Z0

High Prairie 523-4401
Indian Regional Council
Box 1740
High Prairie, T0G 1E0

High Prairie 523-4441
Box 999
'High Prairie, T0G 1E0

High River 652-2110
Bag 10
High River, T0L 1B0

Hinton 865-2217
813 Switzer Drive
Hinton, T0E 1B0

Hobbema 585-3793
Samson Band Community
Box 159
Hobbema, T0C 1N0

Hythe 356-3888
Box 219
Hythe, T0H 2C0

Innisfail 227-3376
Box 220
Innisfail, T0M 1A0

Irricana 935-4672
Box 100
Irricana, T0M 1B0

Jasper 852-5386
Box 1090
Jasper, T0E 1E0

Jean D'Or 759-3912
Little Red River Tribe
Box 1165
High Level, T0H 1Z0

Killam 385-3976
Box 450
Killam, T0B 2L0

La Crete 928-3967
Box 586
La Crete, T0H 2H0

Lac La Biche 623-4463
Box 756
Lac la Biche, T0A 2C0

Lac La Biche 623-2130
Heart Lake Administration
Box 447
Lac La Biche, T0A 2C0

Lacombe 782-6637
Box 1179
Lacombe, T0C 1S0

Leduc 986-2251
County of Leduc
4301 - 50 Street
Leduc, T9E 2X3

Leduc 986-2261
City of Leduc
Leduc Civic Centre
Leduc, T9E 4C4

Lethbridge 320-3020
c/o City Hall, 910 - 4 Avenue S.
Lethbridge, T1J 0P6

Lloydminster 875-9127
5116 - 50 Street
Lloydminster, T9V 0M3

Mannville 763-3005
Box 534
Mannville, T0B 2W0

Ma-Me-O Beach 586-2251
Summer Village
Ma-Me-O Beach, T0C 1X0

Medicine Hat 529-8311
Social Planning Department
580 - 1 Street
Medicine Hat, T1A 8E6

Medley 594-6006
Box 2260
Medley, T0A 2M0

Millet 387-5111
Box 270
Millet, T0C 1Z0

Mirror 788-2415
Box 96
Mirror, T0B 3C0

Morinville 939-5887
Alexander Indian Band
Box 510
Morinville, T0G 1P0

Morinville 939-4321
Municipal Dist. of Sturgeon
9601 - 100 Street
Morinville, T0G 1P0

Morinville 939-4361
Town of Morinville
Box 420
Morinville, T0G 1P0

Morley 881-3770
Stony Tribal Administration
Box 40
Morley, T0L 1N0

Nampa 322-3954
Box 69
Nampa, T0H 2R0

Nanton 646-2436
Box 910
Nanton, T0L 1R0

Okotoks 938-4404
14 McRae Street
Okotoks, T0L 1T0

Olds 556-6981
4911 - 51 Avenue
Olds, T0M 1P0

Onoway 967-5338
Box 540
Onoway, T0E 1V0

Paddle Prairie 981-2342
General Delivery
Paddle Prairie, T0H 2W0

Peace River 624-1000
Box 1062
Peace River, T0H 2X0

Pincher Creek 627-2232
Box 2841
Pincher Creek, T0K 1W0

Ponoka 783-4462
5004 - 49 Avenue
Ponoka, T0C 2H0

Provost 753-2280
Box 758
Provost, T0B 3S0

Rainbow Lake 956-3880
Box 191
Rainbow Lake, T0H 2Y0

Raymond 752-3303
Box 251
Raymond, T0K 2S0

Red Deer 342-8100
4914-48 Avenue
Red Deer, T4N 3T4

Redcliff 548-3618
P.O. Box 1199
Redcliff, T0J 0P0

Rimbey 843-2030
Box 404
Rimbey, T0C 2J0

Rocky Mountain House 845-3720
Box 1509
Rocky Mountain House, T0M 1T0

Rocky Mountain House 989-3943
O'Chiese Indian Band
Box 1570
Rocky Mountain House, T0M 1T0

Rocky Mountain House 989-3740
Sunchild Band Administration
Box 747
Rocky Mountain House, T0M 1T0

Saddle Lake 726-3829
Saddle Lake Tribal Admin.
Box 100
Saddle Lake, T0A 3T0

Sexsmith 568-4345
Box 420
Sexsmith, T0H 3C0

Sherwood Park 464-4044
205 Athabascan Avenue
Sherwood Park, T8A 4C8

Slave Lake 849-5325
103, 201 - 1 Street N.E.
Slave Lake, T0G 2A0

Smoky Lake 656-2255
Box 460
Smoky Lake, T0A 3C0

Spruce Grove 962-2611 Ext. 135
410 King Street
Spruce Grove, T7X 2Z1

Sputinow 943-2575
Fishing Lake Metis Settlement
General Delivery
Sputinow, T0A 3G0

St. Albert 459-1505
5 St. Anne Street
St. Albert, T8N 3Z9

St. Paul 645-5311
Box 1480
St. Paul, T0A 3A0

Standard 644-3839
Box 361
Standard, T0J 3G0

Standoff 737-3974
Blood Tribe
Box 30
Standoff, T0L 1Y0

Stavely 549-3761
Box 249
Stavely, T0L 1Z0

Stettler 742-2337
4702 - 50 Avenue
Stettler, T0C 2L0

Stony Plain 963-9770
Box 810
Stony Plain, T0E 2G0

Strathmore 934-5335
Box 156
Strathmore, T0J 3H0

Sundre 638-3220
Box 705
Sundre, T0M 1X0

Swan Hills 333-4303
Town of Swan Hills
Municipal Building
Swan Hills, T0G 2C0

Sylvan Lake 887-2141
Box 70
Sylvan Lake, T0M 1Z0

Taber 223-4403
Box 2135
Taber, T0K 2G0

Thorhild 398-3688
Box 313
Thorhild, T0A 3J0

Three Hills 443-5454
Box 610
Three Hills, T0M 2A0

Tilley 377-2203
Box 155
Tilley, T0J 3K0

Tofield 662-3269
Box 30
Tofield, T0B 4J0

Turner Valley 933-4945
Box 330
Turner Valley, T0L 2A0

Two Hills 657-3540
Box 687
Two Hills, T0B 4K0

Valleyview 524-3924
4802 - 50 Street
Valleyview, T0H 3N0

Vegreville 632-3966
4829 - 50 Street
Vegreville, T0B 4L0

Vermilion 853-2091
Box 1170
Vermilion, T0B 4M0

Viking 336-4024
Box 688
Viking, T0B 4N0

Vulcan 485-2192
Box 360
Vulcan, T0L 2B0

Wainwright 842-2555
1037 - 2 Avenue
Wainwright, T0B 4P0

Warner 642-3737
Box 267
Warner, T0K 2L0

Westlock 349-5900
9936 - 107 Street
Westlock, T0G 2L0

Wetaskiwin 352-6023
City of Wetaskiwin
5010 - 50 Avenue
Wetaskiwin, T9A 0S4

Wetaskiwin 352-3321
County of Wetaskiwin
Box 6960
Wetaskiwin, T9A 2Y5

Whitecourt 778-6300
5002 - 52 Avenue
Whitecourt, T0E 2L0

Wildwood 325-3782
4930 - 51 Avenue
Wildwood, T0E 2M0

Winterburn 470-5666
Enoch Tribal Administration
Box 2
Winterburn, T0E 2N0

Zama 683-2237
c/o P.O. Box 208
High Level, T0H 1Z0

APPENDIX III - LOCAL INFORMATION AND REFERRAL CENTRES

In addition to the Health Units and Family and Community Support Services offices, many communities have local information centres which provide information on the services available in your community. Centres are located at:

Airdrie 948-5907
Airdrie Information Centre
Post Bag 5
Airdrie, T4B 2C9

Calgary 265-0661
Kerby Centre
1133 - 7 Avenue S.W.
Calgary, T2P 1B2

Calgary 266-6200
Senior Citizens' Central
Council of Calgary
922 - 9 Avenue S.E.
Calgary, T2G 0S4

Camrose 672-7022
Camrose District Senior Centre
5415 - 49 Avenue
Camrose, T4V 0N6

Edmonton 423-5510
The Society for the Retired
and Semi-Retired
15 Sir Winston Churchill Square
Edmonton, T5J 2E5

Fort McMurray 743-7921
Legion Senior Citizens Program
3rd Floor, City Hall
9909 Franklin Avenue
Fort McMurray, T9H 2K4

Grande Prairie 539-6255
Grande Prairie and Area
Council on Aging
10222 - 101 Avenue
Grande Prairie, T8V 0Y5

Lacombe 782-6637
Seniors Information
Outreach Coordinator
Box 1179
Lacombe, T0C 1S0

Lethbridge 320-2222
Lethbridge Senior
Citizens Organization
500 - 11 Street South
Lethbridge, T1J 4G7

Medicine Hat 529-8383
Veiner Centre
225 Woodman Avenue S.E.
Medicine Hat, T1A 3H2

Red Deer 343-6074
Golden Circle
Senior Outreach Co-ordinator
4620 - 47 Avenue
Red Deer, T4N 3P5

St. Albert 458-2771
St. Albert Seniors
7 Tache Street
St. Albert, T8N 2S3

Wainwright 842-2777
Wainwright District
Support Services
824 - 4 Avenue
Box 1391
Wainwright, T0B 4P0

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PERSONAL RECORD

NAME _____

ADDRESS _____

POSTAL CODE _____

TELEPHONE NUMBER _____

SOCIAL INSURANCE NUMBER _____

ALBERTA HEALTH INSURANCE NUMBER _____

OLD AGE SECURITY (PENSION) NUMBER _____

PERSON TO CONTACT IN CASE OF EMERGENCY:

NAME _____

ADDRESS _____

PHONE NUMBER

Home _____ Work _____

DOCTOR'S NAME _____

PHONE NUMBER _____

LAWYER'S NAME _____

PHONE NUMBER _____

BANK

NAME _____

ADDRESS _____

PHONE NUMBER _____

DRUGSTORE _____

CLUBS AND CENTRES _____

_____

CLERGY _____

EMERGENCY TELEPHONE NUMBERS

POLICE _____ AMBULANCE _____

Alberta

SENIORS ADVISORY COUNCIL